



ESG Gaming

Volunteer Management Policy



Version control:

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Volunteer Management Policy

Who is covered by this policy?

Volunteers, and staff working with them.

What is covered in this policy?

This policy outlines how ESG Gaming will appoint and support its volunteers.

Purpose

The purpose of this policy is to ensure that ESG Gaming gives its volunteers the best support possible during their time at ESG Gaming.

The policy

Attracting volunteers

Working with colleagues, the line manager will establish a network of volunteer sources, such as the local councils for voluntary service or universities. Under ordinary circumstances, prospective volunteers who approach ESG Gaming with enquiries via phone or email should be asked to email the line manager a copy of their CV and a covering letter explaining their interest in volunteering for ESG Gaming. Nevertheless, ESG Gaming will be flexible to volunteering requests however they arrive in order to accommodate anyone who is interested in volunteering. The line manager will ask all prospective volunteers to attend an informal meeting to discuss how they can help ESG Gaming and how the charity can help them.

If, after the discussion, ESG Gaming and the volunteer decide to go ahead with a volunteering opportunity, the line manager will write to the prospective volunteer to confirm this and set out the expectations of both parties.

Induction and training

The line manager or a nominated staff member will usually prepare and deliver the induction, which should cover:

- information about ESG Gaming, including where to access all policies and procedures, its vision and mission and its future plans;
- the role of the volunteer;
- essential procedures, such as timekeeping, rota and confirmation of legally acceptable hours worked if the volunteer claims benefits;
- information about training and ongoing learning opportunities;
- information about volunteering from home and what support is available.

ESG Gaming will have a trial period of four weeks to give ESG Gaming and the volunteer time to discover if they are suited to each other. It will have a review midway through the trial period and also at the end. This review is not an assessment. It is to ensure that both ESG Gaming and the volunteer benefit from the volunteering experience.

Support

The line manager or nominated staff member will offer ongoing support and will remain the volunteer's key contact throughout their volunteering with ESG Gaming.



Expenses

Volunteers will receive either reimbursement for lunch, if they work more than four and a half hours in a day, or their travel expenses up to a maximum of £15 per day. In order to claim expenses, volunteers should submit a valid receipt to the line manager who will arrange for reimbursement.

Insurance

ESG Gaming's insurance policy ensures that volunteers are covered by public liability insurance and personal accident insurance, which can be accessed via the website. Volunteers are advised to read this as it covers the volunteering activities they will be undertaking.

Resolving problems

ESG Gaming hopes that its volunteers will have an enjoyable experience volunteering with it. However, if their role as a volunteer does not meet their expectations or ESG Gaming has not met the commitments anticipated, ESG Gaming wants volunteers to feel comfortable about letting it know. Likewise, if the volunteer is not meeting ESG Gaming's expectations, it should raise this with the individual.

If there is a concern, volunteers should, first of all, speak to the nominated staff member or line manager in order to sort things out before they become a problem. If they do not feel this will resolve things, they should speak to a director.

Confidentiality

ESG Gaming expects all volunteers to adhere to confidentiality guidelines which will be explained to them before they begin volunteering with ESG Gaming. This also includes the use of social media and contact with any press.

Equality, equity, diversity and inclusion

ESG Gaming is committed to embracing diversity and promoting equality, equity and inclusion. When representing ESG Gaming, it will expect volunteers to support the CIC's commitment to maintaining and promoting equality.



ESG
Gaming



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