

# Cardiff University Students' Union

## Undeb Myfyrwyr Prifysgol Caerdydd

### VOLUNTEER AGREEMENT

#### Students' Union Team

#### Introduction

This Volunteer Agreement is a description of the arrangement between Cardiff University Students' Union (CUSU) and you (the volunteer) in relation to your voluntary work. The intention of this agreement is to assure you that we appreciate your volunteering with us and to indicate our commitment to do the best we can to make your volunteer experience with us a positive and rewarding one.

We would outline very clearly that this agreement gives rise to no contractual relationship between CUSU and you – the volunteer. You will not be under a legal contractual obligation within your commitment to CUSU – but we appreciate your time and will do everything we reasonably can to ensure your experience is a positive one.

#### Volunteer Agreement

We Cardiff University Students' Union accept the voluntary service of you beginning 10<sup>th</sup> September 2018 as part of our Students' Union Team initiative.

Your role as a volunteer is described at length within the [Team CUSU Role Description](#).

In advertising this voluntary opportunity we have also provided a [Team CUSU Person Specification](#).

Members of the Students' Union Team will be responsible for welcoming new students to Cardiff University, helping students receive their ID card and promoting Students' Union services. This is an unpaid voluntary opportunity that will provide help and support to new students, easing them into student life. Appropriate training will be provided.

#### Responsibilities

- I. Meeting and welcoming students when they first arrive at Cardiff University so that they have a positive first impression.
- II. Helping students move in and settle into halls. Safely helping students carry belongings from cars and talking with parents and guardians.
- III. Having conversations with new students about all of the fantastic services and activities on offer from the Students' Union and wider University.
- IV. Directing students and giving tours around the Students' Union and wider University.
- V. Helping Students' Union staff administer the ID card pick-up system and helping students navigate the queue-less system.



- VI. Answering simple enquiries from new students and their family and friends and making sure students are aware of the exciting Freshers activities they are able to get involved in.
- VII. Championing Students' Union opportunities such as 'Give it a Go' and the Buddy Scheme and ensuring new students know about welfare and support services.
- VIII. Assisting with International Student pick-ups from Heathrow, Bristol and Cardiff airport.
- IX. Engaging with all other duties and responsibilities reasonable tasks that fall within the general nature of the role.

### **Customer Care**

- X. We ask that you ensure the highest standards of customer service and honest communications are maintained at all times.
- XI. We ask you to ensure that all systems, policies and procedures are respected and you encourage customer feedback, whether positive or negative, in a courteous manner.

### **Supervision**

- XII. While acting in this capacity we ask that you follow all reasonable instructions provided by Deputy Team Leaders, Team Leaders and Students' Union Staff.
- XIII. Authority and direction for Students' Union staff is delegated from the Union's Trustees, via the Chief Executive, Directors and Heads of Department.
- XIV. We provide Deputy Team Leaders and Team Leaders to ensure that you are supported, that important information is communicated with you and that you have a point of contact to which you can approach with any issues you may have.

### **Training and Development**

- XV. The Union will provide appropriate training and development opportunities to allow you to dispense the duties of the role. It is requested that you engage with those opportunities.
- XVI. The Union provides training to all volunteers to ensure that you are given information which will keep you safe and informed while you engage with this opportunity.

### **Health and Safety**

- XVII. To respect and following mitigating instructions from the Students' Union Team risk assessment and ensure that the Union's Health and Safety Policy is adhered to at all times.
- XVIII. To assist in ensuring the health and safety of students, suppliers and visitors to all department sites/work areas.
- XIX. To follow instructions of Students' Union fire wardens.

### **The Environment**



- XX. To minimise any negative impact of the Students' Union on the environment and support activity to promote sustainable and carbon-neutral operations.

### Values and Vision

- XXI. To promote equal opportunities, and uphold the vision and values of the Students' Union.

### Special Notes

- XXII. We would ask that you contribute to the positive image of the Students' Union and wider University.
- XXIII. In some parts of the role you may be expected to respect to a confidentiality policy.
- XXIV. The role could be carried out in any part of the Students' Union or University premises.

### Code of Conduct

While engaged as a volunteer with the Students' Union Team, you will be expected to adhere to a high standard of behaviour. Existing standards of behaviour have been set out for students by both the Students' Union and the University. These policies exist for the purpose of ensuring a safe and functional environment for everyone.

Please see below the [Team CUSU Code of Conduct](#) which, as all members of the Team will be expected to adhere to. Please note that this list is not exhaustive and is intended as a guide.

As a member of the Students' Union Team:

1. You understand the importance of representing the Students' Union in a way that is positive and will encourage future engagement with our services and activities.
2. You are requested to have a pro-active attitude and to show willingness and enthusiasm in undertaking all tasks involved in this role.
3. You are requested to be punctual and reliable.
4. You are requested to perform tasks independently when this is asked of you.
5. You are requested to wear your Students' Union Team t-shirt at all times when performing your role with the understanding that you will be seen as a representative of the Students' Union and so must behave appropriately and in a way that enhances, rather than risks, the reputation of the Students' Union.



6. You are asked to refrain from smoking or drinking alcohol whilst performing your role as a member of the Students' Union Team and/or wearing your Students' Union Team T-Shirt and lanyard.

*N.B. Please appreciate that when wearing your Students' Union T-shirt and/or lanyard you may be perceived as being 'on shift' and so are expected to adhere to these standards.*

7. You are requested to refrain from swearing or using language that could be construed as offensive while in role and/or wearing your Students' Union Team T-Shirt and lanyard. Offensive language includes but is not limited to racist, sexist, homophobic/transphobic or other discriminatory comments.
8. If you are unwell or unable to attend your shift(s) you are asked to give as much notice as possible and provide a reason for non-attendance.
9. You are requested to have an awareness of how your behaviour could be inappropriate.
10. You are requested to only provide information and guidance on topics that have been discussed within training that you have completed. *If you were to inadvertently give negligent advice or guidance, the Students' Union could be liable.*
11. You are requested to refrain from taking photographs of/or recording students without receiving clear verbal permission from the student(s).
12. You are requested to communicate any concerns or worries relating to a student or other volunteer's welfare to the appropriate member(s) of staff.
13. You are requested to be aware of the limit of your responsibilities and to refer any matters of which you are unsure to your Team Leader or to a member of staff. If you have any worries about your own personal safety or the safety of another volunteer or student, please pass these on. More information regarding confidentiality and who to speak to can be found in our Volunteer Confidentiality Agreement.

Members of the Students' Union and Cardiff University are expected to adhere to the rules of behaviour as laid out in the Students' Union's Bye-Laws Appendices and Cardiff University's Student Behaviour Procedure.

Prepared June 2018 by Joshua Gibbs – Head of Student Advice.

