



AMBASSADOR AGREEMENT

Torbay Culture recognises the value and impact of the many volunteers working with cultural organisations across Torbay. The Culture Ambassadors programme seeks to support local people to be positive and active advocates for Torbay and to promote a high quality cultural volunteering experience for both host organisations and volunteers.

As a Torbay Culture Ambassador, you can expect your host organisation to:

- Comply with relevant current legislation relating to the equality and treatment of volunteers.
- Have a positive attitude towards volunteering.
- Ensure you only ever volunteer in a supportive and safe environment.
- Create a role profile when advertising an opportunity. Once filled, ensure the role fits this profile and revise it if necessary.
- Have a volunteer policy in place outlining: volunteer recruitment process, induction and training, expenses, support and supervision, and insurance.
- Provide you with the necessary support for you to succeed in your role. This should include, but is not limited to, an induction/briefing and any training needed.
- Not recruit volunteers to replace a paid role within the organisation.
- Take time to find out your motivations as a volunteer and commit to helping you achieve any goals.
- Where appropriate, have a regular feedback process in place, allowing you to safely communicate your thoughts.
- Where possible, provide opportunities for further involvement and personal development.
- Pay fair and appropriate expenses, as per HMRC guidelines, to ensure no volunteer is out of pocket.
- Where possible, offer incentives and benefits within HMRC guidelines.
- Thank you appropriately.

In return, we ask our Torbay Culture Ambassadors to commit to the following:

- Attend an informal session to be welcomed and briefed on the scheme and our plans.
- Be a positive representative of the cultural offer across Torbay. Use your own networks and social media to promote Torbay as a vibrant place for arts, heritage and creativity. This includes talking positively about being a Torbay Culture Ambassador.

- Be an active participant. This includes taking up training opportunities, accepting invitations to events and activities, completing feedback requests, attend social events, snapping up free tickets, and so on.
- Remember that volunteering opportunities are co-ordinated and run by the individual host organisations themselves, under their policies, processes and insurances.
- Ensure you understand the role profile of an opportunity and what is involved. Ensure your expectations match.
- Please provide information about yourself to the host organisation as needed, including your motivations for volunteering.
- Provide feedback to your organisation and to us. If you don't feel comfortable speaking to your host organisation, please let us know.
- Behave in an appropriate, polite and fair way at all times. If you have any concerns, please communicate these to your host organisation in an appropriate manner.
- Please provide evaluation information to Torbay Culture in a timely way when requested.