

# Surrey Volunteering

# Volunteering Handbook 2020



The University of Surrey  
Students' Union



## Welcome to volunteering with [surreyvolunteering.com](http://surreyvolunteering.com)

As a volunteer, you contribute your time, energy and skills in support of both external charities and as part of the University of Surrey Students Union (USSU).

We appreciate everything you do to improve the student experience while supporting local, regional, national and worldwide charities. More importantly that is why our volunteering programme is set up to help you gain skills and become more employable during your time with us as part of Employable Me.

Thanks for your commitment to Surrey Union and volunteering, it really makes a difference as you,  
“Do something GOOD, gain something GREAT”

Ian Handy

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Community, Volunteering & Events Coordinator

## Committed to student volunteering

Volunteers are VITAL to the Students Union success. Whether it be as elected part time officer running the union, part of a society/club in a committee member role through to individual and personal roles such as Nightline or Freshers Angels.

Volunteering is the ultimate exercise in democracy. You vote in elections once a year, but when you volunteer, you vote every day about the kind of community you want to live in!

Our volunteers are integrated into the structure and operations of the Students Union and contribute strongly towards the charities mission which is; “To enrich students’ lives, the community in which they live and the University of Surrey by creating the changes they want and to enable them to achieve their ambitions.”

## Who is this Handbook for?

Volunteers support the Students Union by giving their time to carry out roles which have been initiated by, or agreed with, the charity.

The volunteering relationship is based on trust and does not involve the obligations associated with employment. No payment, other than the reimbursement of agreed expenses, is made by the Students Union or any of the external charities/partners you work with to people who give their time as volunteers.

This handbook is intended for Surrey Students Union volunteers who have accepted an agreed role via [surreyvolunteering.com](http://surreyvolunteering.com). It outlines the principles on which the relationship between volunteers, the SU and our external charities’ and provides basic information about volunteering with us.

## Recruitment

Surrey Students Union welcomes and respects the breadth of goodwill, experience, skills and dedication that volunteers bring. We will base our selection on the ability of each applicant to fulfil the role concerned, taking into account any effect volunteer may have on the safety of all parties.



## How do I register as an individual, society or club and log my hours?

How to register as an individual?

- Head to [www.surreyvolunteering.com](http://www.surreyvolunteering.com)
- Click on 'Register' in top right hand corner
- Complete the form using your student email address

## How to register your Society/Club?

- Head to [www.surreyvolunteering.com](http://www.surreyvolunteering.com)
- Click on 'Register' in top right hand corner
- At the top of the page it'll say "You're currently registering as an individual. Click here to register an organisation" so click the green part.
- 'Organisation Type': select 'Society/Club'
- 'Organisation Name': 'University of Surrey XXXX Club'
- 'Email': this should be your USSU club email account
- Click 'Register'



## Logging hours!

- Head to 'My Profile' under your name in the top right hand corner
- Click 'Log your Hours'
- 'Which organisation did you complete your hours with?': Select your club (or whoever you did the volunteering for)
- 'What type of activity was it?': Select the most appropriate description. If you're logging hours for general club admin e.g. attending meetings, going through emails, taking minutes etc. then select 'Volunteering'. Attending training sessions and planning events are listed. We can look to add a more varied list if that would help – just let me know.
- 'What was your role?': 'Coordinator', 'Team Leader', 'Trainee' would probably be the most popular choices here but I will be requesting that specific roles are added e.g. President, Treasurer, Captain, Social Sec.
- Hours / Start and Finish dates – should be self-explanatory
- 'Which skills did you develop?' – There is a list of skills to choose from. If you think more are required, please let me know.
- Approver details: This should be one of the three signatory's details. One signatory can be approver of another
- There are two text boxes to write your reflections in and also a message for your approver.
- Scroll to the bottom and either Submit or Save for later
- Volunteering with [surreyvolunteer.com](http://surreyvolunteer.com)



Welcome to volunteering with your students union and hundreds of charity partners. Thousands of students volunteer with the USSU and our external partners each year. If you volunteer for a core SU role such as those listed below:

USSU voluntary Roles	Method of recruitment	Key contact
Course Reps	Election	<a href="mailto:hannah.iones@surrey.ac.uk">hannah.iones@surrey.ac.uk</a> <a href="mailto:ussu.vpvoice@surrey.ac.uk">ussu.vpvoice@surrey.ac.uk</a>
Freshers' Angels	<a href="http://Surreyvolunteering.com">Surreyvolunteering.com</a>	<a href="mailto:i.handy@surrey.ac.uk">i.handy@surrey.ac.uk</a>
Active Angels	<a href="http://Surreyvolunteering.com">Surreyvolunteering.com</a>	<a href="mailto:ussu.vpactivity@surrey.ac.uk">ussu.vpactivity@surrey.ac.uk</a>
Nightline	<a href="http://Surreyvolunteering.com">Surreyvolunteering.com</a>	<a href="mailto:ussu.nightline@surrey.ac.uk">ussu.nightline@surrey.ac.uk</a>
Welfare Watch	<a href="http://Surreyvolunteering.com">Surreyvolunteering.com</a>	<a href="mailto:ussu.welfarewatch@surrey.ac.uk">ussu.welfarewatch@surrey.ac.uk</a>
Duke of Edinburgh Award	Application	<a href="mailto:i.handy@surrey.ac.uk">i.handy@surrey.ac.uk</a>
Community Reps	<a href="http://Surreyvolunteering.com">Surreyvolunteering.com</a>	<a href="mailto:ussu.vpcommunity@surrey.ac.uk">ussu.vpcommunity@surrey.ac.uk</a>
Part-time Elected Officers	Election	<a href="mailto:ussu.vpvoice@surrey.ac.uk">ussu.vpvoice@surrey.ac.uk</a>
RAG Chair	Election	<a href="mailto:i.handy@surrey.ac.uk">i.handy@surrey.ac.uk</a>
Society Signatory Members	Election	<a href="mailto:ussu.vpactivity@surrey.ac.uk">ussu.vpactivity@surrey.ac.uk</a>

The USSU will provide you with an induction, training or access to useful materials and information. Your USSU staff contact will usually be the person responsible for managing the opportunity. If you are volunteering for an external partner they will manage your induction and training direct.

## Why volunteer?


Volunteering can be one of the most rewarding experiences you will ever have. Besides being very rewarding and often allowing you to help a good cause, volunteering can also help you in many other ways. Especially in helping you learn new skills and making you more employable. At the SU we are focused on helping make you more employable during your time volunteering with us.

In a Deloitte survey from thousands of top hiring roles it was discovered that:

- 82 percent of people hiring for jobs are more likely to choose a candidate with volunteering experience
- 92 percent of people hiring for jobs agree that volunteering improves employees' broader professional skill sets
- 92 percent of people hiring for jobs agree that volunteering is an effective way to improve leadership skills
- 80 percent of people hiring for jobs said that active volunteers move more easily into leadership roles

So volunteering can be extremely valuable to your professional, personal development and future career. You can acquire and further develop numerous transferrable skills, such as leadership, communication, teamwork, decision making, collaboration, organisation, project management, problem solving and coaching to name just a few!

Even more importantly volunteering at USSU could help you gain experience that's directly relevant to your future career aspirations. For instance if you want to go into marketing and a local charity needs a volunteer and run their social media this can be invaluable experience and hours that give you an advantage in terms of experience gained while also helping the charity as a valuable volunteer.



Another factor to consider is all the new connections you will make in the process and the professional references you can gain, which will provide you with a fantastic way to demonstrate your skills and abilities to potential employers.

Everyone leaves with a degree so what will separate you from everyone else in a future interview room; being able to evidence all your hours and skills gained in your chosen career path via the time you spent logging your efforts in [surreyvolunteering.com](http://surreyvolunteering.com)! Your personal profile allows you to download a report when you leave with a breakdown of everything you did during your time here volunteering through USSU!

Most importantly, it's fun! Volunteering is a brilliant way to meet new people and spend your time doing something different. You'll also be invited to volunteer socials and award ceremonies, so make sure you go along!

## Surrey volunteering supports you:

- To be valued and respected as a volunteer, whoever you are and whatever your background
- A safe and supportive volunteering environment provided by the SU or our external partners
- That we will respect that the availability of student volunteers is limited and may fluctuate
- To receive information about relevant volunteering opportunities and other volunteer roles within the SU via [surreyvolunteering.com](http://surreyvolunteering.com)
- To be paid for "out of pocket" expenses, by prior arrangement from either the SU or the organisation you have volunteered for
- A clear role description and full information about your volunteer role on [surreyvolunteering.com](http://surreyvolunteering.com)
- That we will respect your right to choose not to take part in any voluntary activities which you believe are unrealistic, beyond the scope of your role, or that you don't have the skills to carry out
- For all problems and complaints to be dealt with sensitively
- Recognition and thanks





## In return, we ask that you:

- Treat fellow volunteers, staff members and other students with respect, whoever they are and whatever their background
- Support ,and act in accordance with, our policies, guidelines, aims and objectives
- Respond to any communications from your key contact in a timely manner
- Let us know if you are unable to meet a commitment, with as much notice as possible so that alternative arrangements can be made
- Make every effort to attend relevant training sessions and volunteer socials
- Keep your profile up to date with relevant contact information
- Follow health and safety guidelines
- Perform your volunteer duties to the best of your ability

### SU Volunteer Policy

We have a policy on volunteers that we review annually. This is to make sure that all volunteer opportunities we or our partners offer are up to a high standard and fulfilling for volunteers.



## Surrey Students' Union Volunteer Policy

- All volunteering activity must be done on an entirely voluntary basis; no student should feel pressurised into partaking in any activity or project.
- All volunteer opportunities must be advertised honestly and transparently, to make it absolutely clear what is expected of the volunteer.
- All volunteer opportunities must have an accurate and fully accessible Role Description.
- Volunteers must never replace paid staff, and all volunteering opportunities must be enriching for the volunteer.
- All volunteers must receive a full and comprehensive induction to their role within the organisation, as well as training or briefing to enable them to complete their duties.
- Volunteers must treat their fellow volunteers, students and staff with respect and dignity.
- All volunteers must be allocated, and introduced to, an allotted member of Students' Union staff who will support and guide the volunteer throughout their volunteering experience.
- All volunteers have the opportunity to request a professional reference and certificate confirming their volunteering for the Students' Union.



## Health and Safety

Surrey Students' Union are committed to providing a safe and healthy environment for all volunteers whilst volunteering with us, and to giving appropriate instruction, training and supervision.

## Your Safety

USSU has a safeguarding policy which covers all volunteers during their activities while volunteering for us or any external partner. You can speak directly to [I.handy@surrey.ac.uk](mailto:I.handy@surrey.ac.uk) if you have any particular safety queries or [c.Royle@surrey.ac.uk](mailto:c.Royle@surrey.ac.uk)

## Reporting Incidents

An important part of keeping you safe is to learn from any incidents or “near misses” that might happen in the volunteering environment. If you see any injuries, accidents or “near misses” while you’re volunteering please tell your key contact so that they can take action to avoid anything similar happening in future. If you’re not quite sure whether to report it or not then please do anyway – better safe than sorry! If in doubt just email [ussu.complaints@surrey.ac.uk](mailto:ussu.complaints@surrey.ac.uk)

## Insurance

Surrey Students' Union holds the following insurance policies that cover volunteers:

- Public Liability Insurance
- Employers Liability Insurance





# Surrey Volunteering



The University of Surrey  
**Students' Union**

