

**Power Up North London Volunteer Policy**



**1. Introduction**

- 1.1 Volunteers are central to Power Up North London (PUNL) and to the achievement of our vision to make North London boroughs net zero carbon by 2030 underpinned by a resilient, independent and collaborative community of residents harnessing clean energy. Volunteers make our work possible and we aim to ensure that volunteering with PUNL is a positive and fulfilling experience.
- 1.2 PUNL is committed to ensuring that we apply best practice in our engagement of volunteers.
- 1.3 We recognise that people volunteer for many reasons and some may wish to be frequent volunteers while others not so. We value all volunteering support and the time, commitment, enthusiasm and involvement of our volunteers.
- 1.4 PUNL defines volunteering as: Any activity which is carried out by an individual or group of individuals, without payment, for the mutual benefit of PUNL, its members and those undertaking the activity.

**2. Volunteer Categories**

2.1 We engage volunteers in a variety of roles across the organisation depending on their interest and skills. The categories are shown in the table below but a volunteer may be a member of more than one category at any one time.

Project Managers Volunteers that further our work by project managing the delivery of community energy projects.
Specialist volunteers Volunteers offering specialist skills, for instance, as architects, lawyers, engineers, financial analysts to support potential and live projects
Governance Volunteers The PUNL Board of directors who ensure effective financial governance and provide strategic direction
Operational Support Volunteers Volunteers help with specific operational activities, for example: marketing of share offers, social media engagement, volunteer management, fundraising eg grant applications and finance
Community Energy Fund Committee This Committee makes decisions about granting PUNL funding to support local projects that tackle climate change.

### **3. Induction**

3.1 All Volunteers are offered an induction on PUNL's work and their role. This ensures volunteers understand how their contributions support our mission and goals, as well as enabling them to perform tasks effectively and to a high standard.

### **4. Equality & Diversity**

4.1 PUNL is committed to equality and diversity in all aspects of our work. We recognise the value and positive contributions made to the effective delivery of services from teams that reflect the whole community, offering different perspectives and experiences.

4.2 Volunteers are expected to comply with our policies on equality and diversity.

### **5. Insurance**

5.1 It is PUNL's responsibility to determine what work the volunteer will undertake and, where necessary, confirm appropriate insurance cover.

5.2 It is the volunteer's responsibility to inform their insurance company if they are using their car whilst volunteering.

### **6 Reasonable Expectation**

6.1 Expectations applicable to all volunteers are contained in our PUNL Volunteer Code of Practice. All volunteers are expected to work at all times within the PUNL policies and procedures appropriate to their role.

6.2 Volunteers are expected to respect the confidentiality and data protection legislation with regard to any information obtained whilst volunteering with PUNL.

### **7 Expenses**

7.1 A volunteer should not be out-of-pocket as a result of undertaking volunteering activities for PUNL. Volunteers can claim expenses in line with the PUNL expenses policy.

### **8 Solving Problems**

8.1 We realise that occasionally problems do occur and we are committed to making sure a fair and transparent process is available to resolve any issue. Volunteers should bring any issues they face to the Volunteer Co-ordinator in the first instance.

### **9 Handovers at end of volunteer placement**

9.1 If a volunteer is delivering in a specific role and wishes to move on then they are encouraged to give PUNL at least two weeks' notice.

9.2 Volunteers who can no longer continue to support PUNL's work should let the Volunteer Coordinator know so that we can get some feedback on their volunteer experience and also establish how they would like to be contacted in future.