

1. Introduction

Stills Centre for Photography supports the advancement, enjoyment, exploration and understanding of photography in Scotland through an expansive programme of exhibitions and learning opportunities.

The Stills Volunteer programme is managed by Stills' Visitor Coordinator. This programme plays a vital part maintaining a positive public representation within our gallery space. Volunteers are a valued part of the Stills staff team and are respected and trusted to represent Stills within the gallery during exhibitions and events.

2. Aims

Stills aims to encourage, maintain and promote opportunities for meaningful public participation in its activities. To support this goal, we are committed to involving volunteers directly within the organisation to:

- Contribute to the delivery of our public programmes
- Monitor the public response to our exhibitions and events through visitor surveys undertaken by volunteers and verbal feedback.
- Develop skills and knowledge of the public through their interactions with our volunteers.

Working with volunteers, we will support them by:

- Developing their skills and knowledge of the arts sector, providing them with training and professional development opportunities.
- Offering them benefits such as free and discounted access to our events, courses and production facilities.
- Monitoring their participation through Volunteer experience surveys.
- Ensuring they are regarded as valued members of the Stills team by all staff members, by introducing Volunteers to all staff and including Volunteers in social activities where applicable.
- Communicating with them in a clear and coherent manner.

3. Principles

Stills recognises that:

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Gallery Tues – Sat, 12-5

Technical Facilities Tues, Fri, Sat, 12-5 | Weds, Thurs 12-9

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- Volunteers should be fully integrated into the organisational structure and mechanisms. We will provide training, a welcome pack and an induction with access to the relevant areas of our staff handbook.
- Having volunteers helps our staff focus on their priorities and responsibilities.
- Volunteers do not replace the need for paid employees but offer different skills and perspectives to help us achieve our aims and objectives.
- Volunteers are not paid, but instead give their time and energy of their own free will. This should be recognised and honoured with benefits and support.
- Volunteers require clear communication and goals to achieve their roles effectively and progress with their personal or professional goals.
- The Volunteering relationship does not create a formal legally binding contract or a relationship of employment between Stills and the volunteer.

4. Equal opportunities and diversity

Stills aims to make volunteering accessible to a diverse audience and to be as responsive as possible to the different needs of our volunteers. We strive to engage volunteers who are representative of the communities we serve, understanding that being inclusive strengthens our organisation. We value diversity and support a positive and welcoming environment where all of our Volunteers can thrive:

- Our work is underpinned by an Equality, Diversity and Inclusion (EDI) Policy & Action Plan to prevent discrimination on any grounds.
- We offer accessible entry and movement throughout the building.
- We expect all employees and volunteers to follow the code of conduct articulated in our staff handbook.

5. Recruitment

Recruitment of Volunteers will be from all sections of the community and will be in line with Stills' EDI Policy & Action Plan. Advertisements of the Volunteer roles will be advertised on Stills social media platforms when spaces become available. Basic person requirements of the role are always advertised on our website under "Support Stills". Anyone interested in Volunteering with Stills can register interest by emailing Stills' Visitor Coordinator at daisy.mason@stills.org or instead be forwarded to an online application form. Stills' Visitor Coordinator will liaise with applicants in order to arrange an in-person or over the phone discussion to gauge interest, suitability and availability for the role. These informal meetings allow both parties to make an informed decision on whether the position is right for them.

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6. Training and Inductions

New Volunteers are required to take part in an induction session which covers:

- Building health & safety including emergency evacuation procedures.
- Layout of the building including locations of amenities.
- Overview of role, tasks and Stills values, policies and procedures
- Guidance on use of the visitor iPad to take note of visitor figures and undertake surveys with members of the public.
- Overview of the current exhibition (Note: if the Volunteer joins before an exhibition has opened, they are invited to a tour of the exhibition with the Stills Director prior to the preview evening).
- An introduction to members of staff across departments.

An induction checklist and digital welcome pack will ensure all volunteers receive information and training prior to their start date.

7. Agreement

Volunteers are invited to sign a document signalling acknowledgement of their volunteering duties at Stills. They withdraw from their role at Stills at any time and Stills reserves the right to terminate a volunteers role if they fail to undertake their duties on repeated occasions on in the case of gross misconduct.

8. Cover and time off

Volunteers are required to inform the Visitor Coordinator if they are unable to attend their shift. It is the responsibility of the Visitor Coordinator to arrange cover and, if not possible at short notice, to undertake the tasks of the volunteer themselves.

9. Data Protection

Personal data including phone numbers and addresses of volunteers are kept securely in line with the Data Protection Act 2018.

10. Monitoring and Evaluation

The effectiveness of the volunteer programme in meeting its aims will be evaluated throughout individual volunteers' time at Stills through informal check-ups with the Visitor Coordinator. After each exhibition, volunteers are invited to complete an



anonymous feedback survey, evaluating their experience at Stills. The feedback provided will be used to inform adjustments to the programme moving forward.

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