

Volunteer Management Policy

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Volunteer Management Policy

Document Metadata

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1. Purpose

This policy provides a consistent and supportive framework for the recruitment, engagement, and recognition of volunteers within the Western Equestrian Society (WES).

Volunteers are essential to the success and sustainability of WES. This policy ensures that volunteer involvement is aligned with WES values, that expectations are clear on both sides, and that appropriate safeguards are in place.

2. Scope

This policy applies to:

- Officers of the Society
- Elected and co-opted Council members
- Area Representatives
- WES Professionals acting in a voluntary role (e.g. at Council events)

- Informal or event-based volunteers (e.g. stewards, scribes, helpers)

It covers:

- Role descriptions and expectations
- Recruitment and appointment
- Support, conduct, and recognition
- Safeguards and withdrawal

3. Definitions

- **Volunteer:** Anyone contributing time or effort to WES without financial compensation
- **Extended Council:** A group of role-holders beyond the core Council including Area Reps, WES Pros, and others
- **One-off Volunteer:** A person who helps at a single event or for a specific purpose
- **Role Description:** A brief, agreed outline of expectations for a volunteer position

4. Policy Statement

WES recognises and values the time, energy, and goodwill of its volunteers. We aim to ensure that all volunteers:

- Understand their responsibilities and authority
- Are supported and included appropriately
- Behave in line with Society values and policies
- Have clear routes to raise concerns or step away from a role

Volunteering should be purposeful, respectful, and enjoyable — not burdensome or unclear.

5. Roles and Responsibilities

Role	Responsibility
Secretary	Maintains central list of volunteers and role descriptions; provides onboarding guidance
Chairperson	Supports leadership volunteers and resolves conflicts if needed
Event Leads	Manage and brief volunteers at specific events
Youth Officer	Oversees any safeguarding requirements for under-18 volunteers

All Volunteers	Uphold the Code of Conduct and act in good faith for the benefit of the Society
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6. Policy Detail / Procedures

6.1 Volunteer Roles

- All core volunteer roles (Council, Area Reps, Officers) should have a written role description available in the Shared Drive
- Informal event volunteers will be briefed verbally or by email with expectations before each event
- Volunteers should understand:
 - Their reporting line
 - The scope and limits of their authority
 - Key contact persons

6.2 Recruitment and Onboarding

- Core roles (e.g. Council, Officers, Area Reps) are filled via election or appointment
- Event volunteers may be sourced through open calls, personal approaches, or member suggestions
- The Secretary or relevant Officer will provide:
 - Policy access
 - Health and safety or safeguarding guidance (where needed)
 - Clear start and end points for the role

6.3 Conduct and Behaviour

- Volunteers are expected to:
 - Act respectfully and professionally
 - Adhere to the Code of Conduct and other applicable policies
 - Maintain confidentiality as appropriate
 - Avoid conflict of interest or misuse of WES resources
 - Volunteers are not expected to tolerate bullying, exclusion, or unreasonable expectations

6.4 Safeguarding and Risk

- Volunteers working with under-18s or vulnerable adults may be required to complete a DBS check, depending on frequency and context
- Volunteers must raise any concerns about safety, behaviour, or conduct via the relevant Officer or safeguarding lead

- WES will ensure a safeguarding contact is available at events where youth volunteers are present

6.5 Expenses and Equipment

- Volunteers are eligible to claim expenses in line with the WES Expenses and Subsistence Policy
- Volunteers must not purchase items or commit WES funds without prior approval
- Where possible, equipment (e.g. radios, hi-vis vests) will be supplied for events

6.6 Recognition and Thanks

- WES will aim to thank and recognise its volunteers regularly and sincerely
- This may include shout-outs in newsletters, social media mentions, small tokens of appreciation, or invitations to member events
- No volunteer should feel obligated to continue if their availability or interest changes

6.7 Feedback, Conflict, and Exit

- Volunteers may raise issues via the Secretary, Chair, or event lead
- WES will listen and act on concerns in a fair and proportionate way
- If a volunteer's conduct falls below expectations, this may be addressed through feedback, withdrawal of access, or in serious cases, the Disciplinary Procedure
- Volunteers are free to step away at any time with notice

7. Related Policies and References

- Code of Conduct
- Expenses and Subsistence Policy
- Safeguarding Policy
- Disciplinary Procedure
- Risk Management Policy
- Templates and Tools: Volunteer Role Description, Volunteer Onboarding Checklist

8. Compliance and Breach Handling

While volunteering is unpaid, volunteers are still accountable for safe, respectful, and policy-aligned behaviour. Serious or repeated breaches of conduct may result in removal from role, restriction of access, or formal disciplinary action.

9. Review and Version Control

Version	Date	Author	Changes Made
0.1	18/07/2025	DG	Initial policy draft
0.5	08/10/2025	DG	Changes following chairmans review
1.0	04/11/2025	DG	Published

10. Approval Record

Approved By	Date	Notes
Full Council	04/11/2025	Approved for immediate use