



Volunteering Organisation

Service Level Agreement

John Moores Students' Union will only approve organisation registrations from a voluntary group, charitable organisation, a statutory body, social enterprise or other not-for-profit organisation.

Opportunities are approved to our database at the discretion of the Opportunities & Development Team at John Moores Students' Union.

By registering as a provider wishing to recruit volunteers through our services, we require your organisation to enter a Service Level Agreement with us. This document is an agreement between JMSU Volunteering and the organisation wishing to recruit student volunteers through our brokerage service. It details the specific roles and responsibilities to adhere to in order to ensure an effective partnership between these two parties.

Opportunities within your organisation must meet the following criteria:-

- The purpose of the opportunity performed is for the broader benefit of society Opportunities are entirely voluntary, with no direct or indirect pressure by JMSU or the University, with no promise of direct advancement and no penalty for not participating in volunteering.
- The involvement of volunteers should complement and supplement the work of paid staff, and should not be used to displace paid staff or undercut their pay and conditions of service.
- There should be no expectation of compensation (financial or other) either now or in the future for these services (except for travel, project resource and other approved out-of-pocket expenses).

We are not able to advertise the following:

- Fundraising activities that solely involve the collection of sponsorships/donations such as skydive/running a marathon or bucket collections etc. will not be advertised through our volunteer brokerage system. We do, however, have an active student fundraising groups. For enquiries about fundraising, please contact jmsuvolunteering@ljmu.ac.uk
- International volunteering - The Students' Union does not currently advertise on behalf of any international volunteering organisations, as our priority is to encourage students to work to make a difference in the local community.
- Paid work opportunities – please contact the University of Worcester Careers and Employability Service at careers@worc.ac.uk.
- In line with NUS guidelines, JMSU will not promote any opportunities which are described as unpaid internships.

We will consider opportunities on a case by case basis from volunteering providers and other types of organisation so please contact us to find out more. We reserve the right to refuse to advertise any opportunity.

What you can expect from John Moores Students Union Volunteering?

Once your online registration has been approved, JMSU will:

- Provide a free and professional brokerage service where JMSU Volunteering advertises volunteering opportunities on behalf of the organisation to all current University of Bristol students once the completed online Organisation Registration Form has been received and approved and the terms outlined in this document are agreed to.
- Promote volunteering as an extra-curricular activity which complements a student's academic studies rather than constitutes a compulsory element of their course.
- Notify you by email when we refer prospective volunteers to you.
- Update information about your organisation and opportunities on the JMSU website when requested.
- Invite you to JMSU Volunteering Fairs and other student engagement events.
- Advise you about the best way to promote your volunteering opportunities within LJMU and JMSU.
- Provide assistance in targeting specific LJMU student groups and departments where relevant and appropriate.
- Contact you regularly throughout the year and keep you up-to-date with other news and events at the LJMU and JMSU.

What we ask of all organisations recruiting volunteers via JMSU Volunteering?

By registering with JMSU Volunteering, your organisation agrees to:

- Provide volunteering opportunities which are appropriate for students, where levels of expectation are realistic and achievable and where the voluntary activity will not replace the work of paid members of staff
- Provide a health and safety policy.
- Provide an equality, diversity/equal opportunities policy.
- Accept liability for volunteers, and ensure that you are able to meet any liabilities through a public liability insurance policy.
- Contact any student who has expressed an interest in your opportunity within 7 working days of receiving an e-mail from John Moores Students' Union.
- Take responsibility for ascertaining a volunteer's suitability for the volunteer role, and accept that JMSU cannot guarantee an individual's personal or professional credibility.
- Keep JMSU notified of any changes in your organisation including contact details, application deadlines, changes in policy and procedures, and volunteer roles etc.

- Maintain open and ongoing communication with JMSU regarding volunteer recruitment and applications, and ensure that any issues and concerns are raised immediately.
- Comply with the provisions of the Data Protection Act 2018 and treat personal information about volunteers confidentially.
- Have a named person who is responsible for the ongoing supervision and support of volunteers.
- Provide an induction to volunteers including a tour of the premises, introduction to colleagues, health and safety, tasks and role responsibilities.
- Provide the necessary training for volunteers to carry out assigned tasks.
- Hold responsibility for undertaking DBS checks or references on volunteers if required.
- Follow your organisations policies for the protection of children and adults at risk and to train volunteers how to follow and understand these policies.
- To let JMSU know if there are any issues or problems with a volunteer.
- Reimburse volunteers all reasonable out of pocket expenses in a timely fashion, upon receipt of the necessary documentation, where appropriate and able.
- Ensure that all staff supporting volunteers are made aware of this agreement.

Communication and Marketing:

JMSU will feature all appropriate volunteering opportunities offered by approved Volunteering Providers on the JMSU website. From time to time we may also share this information via social media and other marketing channels at the disposal of JMSU.

The Volunteering Provider can unsubscribe from the database and brokerage service at any time by giving 10 working days written notification to jmsuvolunteering@ljmu.ac.uk.

Data Protection

In order to undertake the legitimate interests of both JMSU and the Volunteering Provider to deliver student focused volunteering opportunities, effective volunteer support and brokerage, the Students' Union ensures that all volunteers are informed of how we use their data through our Volunteering Policy.

JMSU will allow approved Volunteering Providers access to data on our volunteering platform on the JMSU website that students have agreed to be shared. WSU will continuously monitor the data that Volunteering Providers have access to, and from time to time, may restrict some of the data shared with Volunteering Providers.

By signing this Service Level Agreement the Volunteering Provider agrees to comply with our Volunteering Privacy Notice and to ensure that they have their own processes in place such as their

own Volunteer Privacy Notice that informs student volunteers how they will share data back to the Students' Union. The provider also commits to ensuring that they inform the Students' Union of any data breach of volunteers' data. The Volunteering Provider will adhere to the General Data Protection Regulations, and will ensure that all personal data relating to volunteers is:

- Fairly and lawfully processed.
- Processed only for specified, legitimate, and lawful purposes.
- Adequate, relevant and not excessive.
- Accurate and up-to-date.
- Not kept for longer than the purpose specified.
- Processed in accordance with the rights of the data subject.
- Secure from the point of collection through to disposal.
- Not outside the European Union* without adequate protection of data subjects.

*may be subject to different arrangements post Brexit.

Any volunteer/organisation/representative found to be breaching this agreement may be prevented from working with John Moores Students' Union in the future.

By signing this Service Level Agreement both John Moores Students' Union and the named organisation agree to adhere to the terms set out above. This agreement can be terminated by either party at any time. The organisation wishing to terminate this agreement can do so by writing to the other party giving 7 days' notice.

Feedback and Complaints

JMU will keep in touch with the Volunteering Provider and student volunteers in order to get regular feedback about the experiences of the Volunteering Provider and their student volunteers when using the brokerage service, in order to continuously improve the user experience of all parties.

Student volunteers will be accountable to the Volunteering Provider's code of conduct, and expectations of behaviour should be communicated from the outset. If the Volunteering Provider wishes JMSU to mediate between the Volunteering Provider and a volunteer, we will make all reasonable attempts to do so

The Volunteering Provider is responsible for informing JMSU about any issues relating to students volunteering experiences, so we can work together to resolve any problems. Should you wish to make a complaint about JMSU, including a staff member or representative, you can follow our complaints procedure.

Documentation Requirements

There are mandatory documents that the Students Union require copies of before advertising any opportunities.

- Public Liability Insurance
- Employers Liability Insurance
- Risk Assessment for role
- Health and Safety Policy
- If the activity relates to volunteering with children or vulnerable adults, we require you to comply with current legislation regarding disclosure/criminal record checks and provide an Safeguarding Policy.

- Equal Opportunities Policy
- Organisation Logo

While we do not require you to submit copies of the following documents and policies, please make JMSU aware those that will apply to our student volunteers.

- Complaints Procedure
- Confidentiality Policy
- Travel Expenses Compensation
- Positions suitable for volunteers with physical disabilities
- Wheelchair Access
- Harassment Policy

Under certain circumstances and in particular if we consider the opportunity to be high risk, we may ask you to provide copies of some of these documents or further documentation.