



Volunteer Handbook

v2.2

April 2021

WELCOME

Welcome to the Bawdsey Radar Trust (BRT) and thank you for your support. Volunteering for the Trust is your chance to make a real contribution to this important project.

This handbook is intended to share information, which will ensure that the time you spend volunteering is safe, enjoyable and constructive for both you and the Trust. These Guidelines should be read in conjunction with the information set out in the Volunteers Section of the web site – www.bawdseyradar.org, and 'The Book of Words, a short history of radar and Bawdsey Manor' that is given to all volunteers.

OUR STORY

Bawdsey Radar Trust began life in the autumn of 2003 as the Bawdsey Radar Group.

Its formation came about following the opening of the transmitter block to the public in July of that year. Only a handful of visitors had been expected but amazingly, 950 people turned up.

As a direct result of this high level of public interest, Bawdsey Radar Group was formed at a public meeting at Bawdsey Manor.

The Group decided to take on the challenge of the restoration and development of the transmitter block.

In 2004, the block was shown in the series, BBC2 Restoration that featured Britain's endangered historic buildings. Achieving fourth place in the final (only 5000 votes behind the winners) highlighted the national importance of the site.

Following this, a National Lottery Heritage Fund grant was obtained to complete an oral history project featuring individuals who served at Bawdsey. A play has been written based on these oral reminiscences and the block has featured in the BBC Coast programme and The One Show.

In 2008, the Group became a trust. In 2016/7, the Grade II* transmitter block underwent a major restoration programme funded by the National Lottery Heritage Fund, Historic England and many others. This project transformed it from a derelict condition into a building which now has a sustainable future and award winning exhibition showing the development and use of radar from the 1930's, through WWII to the present day.

OUR VISION AND VALUES

Our mission statement (ie the purpose of Bawdsey Radar Trust) is...

“...to share the global story of radar”

The vision of the Trust is to provide an accredited museum for all, that acts as a source of pride, inspiration and learning.

The values BRT stands for, and abides by, are to:

- maximise the availability and visibility of the collections to the public welcoming all regardless of age, identity, ability or background
- share the stories of radar effectively so that visitors and researchers of all types gain an improved knowledge and understanding
- improve all that we do through continuous assessment, listening and reacting to our users
- be creative and agile, always learning and prepared to take risks to accelerate change
- ensure that the artefacts owned by the Trust are conserved/restored and maintained as near as possible to their original appearance
- share the Museum’s expertise and knowledge with other organisations to maximise our impact in the pursuit of common goals
- primarily be a volunteer-based operation
- provide a safe and healthy environment for volunteers and visitors
- use the skills and experience of volunteers effectively, including skills transfer, so that they achieve job satisfaction and feel their efforts are worthwhile.

WHAT WE DO

We provide visitors with experiences that bring the history of radar to life in an engaging way and nothing comes close to standing on the spot where it all began. We offer a hands-on experience that will inspire and entertain people of all ages. With this, we encourage our volunteers to take the opportunity to learn new things, to share the history of radar in its entirety and to be passionate about providing visitors with an enjoyable and memorable experience.

A PARTNERSHIP

The Trust acknowledges and greatly appreciates the dedication of all its volunteers who contribute to the Trust with a wealth of different skills and experience. People volunteer for many different reasons but whatever the motivation, both the volunteer and the Trust should benefit.

As part of volunteering with Bawdsey Radar Trust, you can expect:

- To gain experience and receive full training necessary to perform your role;
- To learn about the heritage of Bawdsey and your local area;
- To be part of a happy and dedicated team and to share in the success of the project;

In return, the Trust expects you to:

- Be willing to learn about the history of Bawdsey Radar. You will be provided with a booklet created specifically for volunteers to inform them about some of the history of radar and the Bawdsey manor site.
- Pass on your knowledge and enthusiasm about the national and international importance of radar and thus be an ambassador for the Trust;
- To perform the agreed volunteering role to the best of your ability and be flexible in your approach to other duties as required;
- Support our aims, objectives and values.

SUPERVISION & SUPPORT

Whilst volunteers are usually prepared to undertake many of the roles required, there may be some tasks they do not feel able to do. At all times volunteers have the opportunity to discuss their role and development with the Visitor Services Manager (VSM). An informal meeting will provide a chance to raise any concerns or ideas that the volunteer may have, as well as allowing the VSM to give constructive feedback. No volunteer will be asked to undertake any task they do not feel comfortable doing.

Please speak to the Visitor Services Manager or any of the trustees if at any time you would like to arrange a review meeting.

TRAINING

The amount and nature of any training you receive will depend on your role and existing levels of experience and skill. The Trust will provide appropriate training to help you carry out your role. You should feel confident and capable when carrying

out your volunteering tasks. If you would like to discuss any training issues, please talk to the Visitor Services Manager or a Trustee.

INSURANCE

Volunteers are covered by the Trust's insurance policies while undertaking authorized voluntary activities for the Trust. Details can be found in the Volunteer section of the web page www.bawdseyradar.org.

Please note that no cover is provided for the loss or damage to your personal possessions while volunteering.

PROBLEM-SOLVING

Volunteers should find their time with the Trust enjoyable and fulfilling, but occasionally problems occur. The Trustees hope that problems can be sorted out through honest, open and sensible discussions. If you are not happy with the way things are going, initially discuss the problem with the Visitor Services Manager and if the problem is not resolved satisfactorily then speak to any Trustee.

We would urge all volunteers to do this strategy before invoking any formal complaint procedures.

Should it happen that a complaint is made against you the Trust will explore the possibility of an informal resolution. If that is not possible then the matter will be dealt with in accordance with the adopted procedure which can be found in the Volunteers Section of the web site www.bawdseyradar.org.

POLICIES

In general all volunteers must be respectful of everyone, no matter their role or background. In addition the Trust is committed to ensuring that all its volunteers are treated with dignity and respect and treat others in the same way. We believe that all volunteers have the right to volunteer in an environment which is free from any form of harassment and/or bullying.

The Board of Trustees has adopted a number of policies that deal with equality and diversity, harassment, bullying, safeguarding and other key matters. These policies may be found in the Volunteer section of the web site. www.bawdseyradar.org

The Trustees urge all volunteers to read these policies carefully.

HEALTH & SAFETY

The Trust's policy is to provide, as far as is reasonably practicable, a safe and healthy environment with safe equipment and systems for volunteers, and information to ensure this happens.

A copy of the Trust's Health and Safety Policy is held at the reception desk.

To assist the Trust in achieving these health and safety aims we ask volunteers to:

- Take responsibility for their own health and safety and that of others who may be affected by what they do or do not do
- Cooperate with the Trust on health and safety matters
- Not to undertake tasks for which they have not been properly trained
- Only undertake tasks for which they feel physically able
- Familiarise themselves specifically with the Trust's policies and guidance on using hand or power tools, safe lifting, reporting accidents, first aid and the advisability of having a tetanus inoculation. These can be found in the Volunteer section of the Trust's website www.bawdseyradar.org

A DAY IN THE LIFE OF A BRT VOLUNTEER

If you are volunteering at the Transmitter Block when it is open to the public our usual hours are between 10:00am to 5pm with breaks (and plenty of free tea and coffee!). We occasionally hold special request visits in which case a volunteer for such an event will be notified of the relevant hours.

Our volunteers carry out tasks such as meeting visitors (including special interest groups), helping with an event or activity or being involved behind the scenes to help with the running of the site.

SOCIAL MEDIA

Social media platforms allow us to build connections and to share ideas and content more broadly and quickly than ever before, and the Trust supports their use. If you are posting on behalf of the Trust, please ensure your posting is accurate and appropriate. If in doubt check with the Officer of the Day or a trustee.

SMOKING

Smoking cigarettes and E cigarettes is not permitted in the museum and WC's - smoking outside of the buildings is strongly discouraged. This policy is applicable to volunteers, visitors, employees, and others working on behalf of the Trust.

DATA PROTECTION

Volunteers are asked to complete a short and simple Volunteer Contact Form.

The information provided:

- enables us to contact you and support you whilst volunteering for the Trust
- helps to keep you safe whilst volunteering for the Trust

The information will be kept securely and only issued to appropriate staff/volunteers. Your details will be treated as confidential and will not be passed on to any other organisations in accordance with General Data Protection Regulations 2018. Please let us know of any changes to your details so we can keep our records up to date.

SAFEGUARDING

The Trust welcomes all visitors and takes all practicable steps as an organisation to safeguard the safety and welfare of children, young people and vulnerable adults while they are in contact with the Trust. ([see appendix](#))

MOVING ON

We understand that there are many reasons why you may decide to stop volunteering for the Trust. If you decide that it is time to move on please let us know because we would like to say a big thank you, good-bye and good luck, but remember you will always be welcomed back.

APPENDIX

SAFEGUARDING

The full policy and procedures related to safeguarding can be found on the Trust's website at www.bawdseyradar.org.uk and a printed copy is held at the reception desk.

SAFEGUARDING POLICY

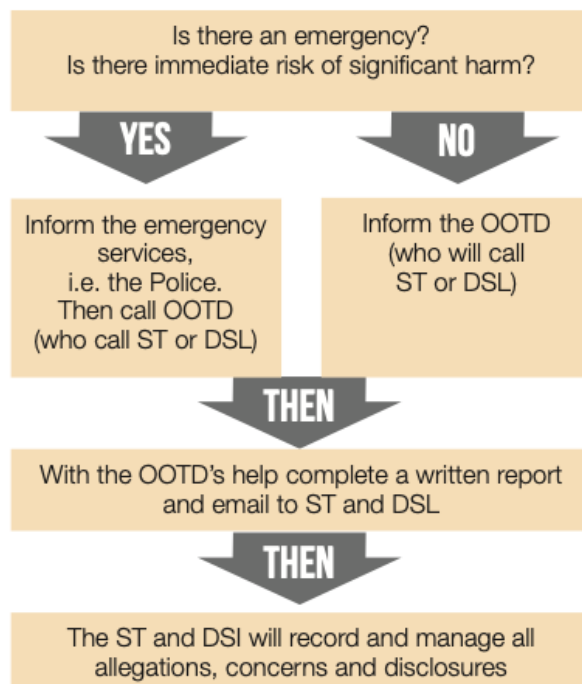
Safeguarding and promoting the welfare of children and adults at risk of abuse or neglect.

Bawdsey Radar Trust has a zero-tolerance approach to abuse. Bawdsey Radar Trust recognises that under the Care Act 2014 it has a duty for the care and protection of adults who are at risk of abuse and for the safety and care of children under the Children Act 1989 and 2004.

PERSONS AFFECTED

- All staff, paid and unpaid, this includes volunteers and trustees
- All service users
- All visitors and contractors

PROCESS FOR REPORTING AN ALLEGATION, CONCERN OR DISCLOSURE



SAFEGUARDING POCKET GUIDE

If you are made aware of an allegation, concern or disclosure or if you have concern about someone's physical, sexual or emotional well-being, it is extremely important that you understand your responsibilities.

It is YOUR responsibility to seek advice and support from one of the people listed and to follow the procedure overleaf.

First contact - Officer of the Day (OOTD)
Safeguarding trustee (ST) Graham Randall
Designated Safeguarding Officer (DSO)
Kate Riddington

In an emergency - dial 999