

# VOLUNTEER CODE OF CONDUCT

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This Volunteer Code of Conduct applies to all support staff and representatives for BUCS events.

## INTRODUCTION

Volunteers play a vital role in ensuring BUCS is able to deliver the full range of services to our membership. The relationship between BUCS and volunteers who act as support staff or representatives at BUCS events is an extended one, and includes acting on behalf of BUCS with our agreement in different situations and environments.

This code applies from arrival at event venues until departure from the venue, including all official and unofficial social functions of, or associated with, BUCS or its events. The code also applies when discussing BUCS or related business during the volunteer's term of appointment.

## PURPOSE

It is recognised further guidance is needed to ensure our volunteers know what is expected of them in this important role. The purpose of this document is therefore:

- To contribute to a constructive and enjoyable atmosphere in which to volunteer with BUCS.
- To ensure all support staff and representatives know what behaviour they have a right to expect from other members.
- To ensure all support staff and representatives know what behaviour is expected of them whilst volunteering for BUCS.

## EXPECTATIONS

The main expectation BUCS has for volunteer conduct is that volunteers help BUCS with its strategic aims for sport in higher education. A volunteer would do this by following BUCS policies and without using negative behaviour which impacts on BUCS, external organisations or BUCS membership.

In addition to being reliable, support staff and representatives are expected to work constructively with other volunteers and employees. Consequently, when support staff or representatives take on a task or role, they are expected to do it in a way which doesn't create excess work or unnecessary pressure for others or unacceptable delays to the task in hand.

Support staff and representatives should also respond constructively with reasonable requests made to them from other volunteers or employees.

BUCS places a lot of trust in its volunteers, both in its internal business and public matters. Employees and volunteers need to trust other volunteers if they are to work productively together. Therefore, BUCS expects volunteers to be honest whilst volunteering for BUCS.

As a volunteer with BUCS you can expect:

- Opportunities to use your talents and skills to influence the development of university sport, and to be allocated a role that best suits your skills and interests.
- To be listened to and for BUCS to respond to your requests, queries or complaints promptly.
- To be given clear and concise information from BUCS about what is expected of you.
- To receive advice on how to best complete your duties as a BUCS volunteer including health and safety guidance.
- A chance to meet people, make friends, and to feel an important member of the team.
- The opportunity to undertake appropriate training and continue to volunteer at other BUCS events and other BUCS sports.
- To be treated with respect and consideration by other volunteers and BUCS staff, receiving equal opportunities, recognition and thanks.
- Reimbursement of any reasonable out-of-pocket expenses incurred as part of your volunteering at BUCS events.

## **BEHAVIOUR**

This code may apply in addition to other BUCS policies. There is no expectation all volunteers will know the intricate detail of all BUCS policies relating to behaviour. However, most behaviour BUCS considers to be negative is widely understood and accepted as negative behaviour in society.

All support staff and representatives must:

1. Respect the rights, dignity and worth of others.
2. Not act in a manner that may intimidate, offend, insult or humiliate another person on the basis of their sex, disability, race, colour, age, religion or national or ethnic origin.
3. Be fair, considerate and honest in dealings with others without prejudice.
4. Accept responsibility for their actions.
5. Make a commitment to providing quality service.
6. Not use their involvement with BUCS to promote their own beliefs, behaviours or practices where these are inconsistent with those of BUCS.

7. Maintain high standards of personal behaviour at all times.
8. Conduct oneself in an appropriate manner relating to language, temper and punctuality.
9. Refrain from any form of harassment of others.
10. Refrain from any behaviour that may bring BUCS into disrepute.
11. Comply with all reasonable directions of BUCS.
12. Always maintain impartiality.
13. Not make any statement to the detriment of BUCS or the people within BUCS knowing it to be false or without regard as to the validity or falseness of the statement.
14. Behave constructively in meetings and in relation to decisions.
15. Not undermine decisions made by BUCS through obstructive behaviour.

## **CONFIDENTIALITY**

Support staff and representatives may come across, or be entrusted with, information either about BUCS, partners of BUCS, or people or polices within which is confidential and / or sensitive information. Peoples' trust in BUCS will be undermined if any of BUCS volunteers unnecessarily discuss issues that should not be publicly discussed.

Volunteers agree to adhere to data protection laws if handling any data and agree to the terms of our Privacy Policy. Volunteers must not disclose confidential or sensitive information received for the purpose of their role.

## **PARAMETERS**

Support staff and representatives are expected to act as ambassadors for BUCS throughout their term of appointment and promote BUCS through their interactions with other stakeholders. However, BUCS needs to make the distinction between the responsibilities of the BUCS paid staff and volunteers.

Support staff and representatives are not permitted to:

- Commit BUCS to any financial expenditure.
- Enter negotiations or make any commitments regarding commercial activity including sponsorship and rights.
- Attend meetings where a BUCS representative is requested (without prior agreement of the relevant BUCS staff member at the event).

- Make representations to other partners and stakeholders (without prior agreement of the relevant BUCS staff member at the event).

Where opportunities in these areas are identified, the support staff and representatives should immediately refer to the BUCS staff member at the event on the best way to proceed.

### **LINES OF RESPONSIBILITY**

All support staff and representatives will be responsible to the designated BUCS staff event lead before, during and after events, and for the duration of their appointment.

The BUCS staff event lead will be responsible on behalf of BUCS for support to all support staff and representatives.

### **BREACH OF CODE**

Should there be any breach of the code of conduct by either party, this will be investigated through the relevant event staffing structure and in accordance with BUCS disciplinary guidelines.

### **DOCUMENT LAST UPDATED**

September 2024