

Lancashire Global Education Centre Volunteer Handbook

Introduction

Welcome to Lancashire Global Education Centre. You will find enclosed all the information you need to know about being a volunteer with LGEC. The handbook is a guide for you to keep and refer to.

If you are unsure about anything included in this handbook or would like to make any suggestions, please speak to the Volunteer Co-ordinator or your supervisor.

The following sections are included:

- Background to LGEC
- Who's who in the organisation
- Organisational structure
- General Centre Procedures
- Health & Safety Policy
- Child Protection Policy
- Role Description & Agreement
- Timesheets
- Expenses claim forms

Background to LGEC

The Lancashire Development Education Group (LDEG) has been around since the early 1980's. We moved to our present premises at the Global Education Centre in December 1990.

LDEG is an independent organisation, one of 50 such organisations throughout the UK who are members of the Development Education Association (DEA).

In 1997 the LDEG changed its operating name to the **Lancashire Global Education Centre (LGEC)**. It is a Registered Charity and became a Company Limited by Guarantee on 2nd January 2002 (Lancashire Development Education Group Limited)

Who's who in the organisation

LGEC Currently employs 10 staff:

Brian Johnson - Chief Executive - Responsible for overall co-ordination of LGEC's work, including preparation of budgets, co-ordinating fundraising and organisational development. 5 days per week.

Champa Patel - Finance Manager - Responsible for the financial management. Co-ordinating the finance work and supports to Administration Officer. 4 days per week.

Matthew Beck - Administrative Officer - Administrative support to LGEC, Chief Executive and Finance Manager. 4 days per week.

Sarah Hetherington – School Linking in Diversity Education Project Co-ordinator and local NWGEN Project Worker.

Catherine Naylor – Primary Schools Project Co-ordinator. 1 day per week.

Vicky Hutchinson – Sustainable Development in FE Project Co-ordinator -
Responsible for Sustainable Development in Further Education Project. 5 days per week

Sarah Whitman – North West General Education Network Co-ordinator. 3 days per week

Ghazanfar Akram – Global Youth Action Project Co-ordinator – supporting young people in global youth work.

Alosa Kaimacuata – Engaging The Disengaged Project Co-ordinator – working with pupil referral units to re-engage young people into mainstream school using development education.

Richard Liu - Cleaner – LGEC's office cleaner. ½ day per week.

LGEC also benefits from the work of the following volunteers:

Philip Ashton – Library Assistant. 1 day per week.

Marjorie Drake – Occasional volunteer

Jyotika Gosai – Finance & Administration Assistant

Anupama Krishnan – Graphic Designer

Carol McQueen – Management Committee Secretary. 1 day per week.

Catherine Jervis – Typing Assistant 1 day per week.

Toshie Takata – Occasional volunteer

LGEC's Management Committee has overall responsibility for the organisation as a whole. It comprises the following members:

Seetha Shearer – Chairperson

Jenny Woods – Vice Chairperson

Younus Khan – Treasurer

Heather Dean

Philip Ashton

Trisha Rollo

Julie Salgado-Perez

Keith Holden

Organisational structure

Management Committee

Overall management of LGEC is by a voluntary management committee, which is appointed at the Annual General Meeting (AGM). The Management Committee meets monthly. It appoints sub-committees and working groups, as necessary to undertake particular aspects of its work (e.g. the staff support sub-committee which is responsible for recruitment, selection, defining job descriptions and numerous other personnel functions).

Paid staff are not allowed, under current charity legislation, to serve on the Management Committee. They are however, allowed to participate in management committee meetings but not to take part in decision-making. The LGEC's constitution allows volunteer workers to elect one of their number to serve on the Management Committee. This position is currently occupied by: **Philip Ashton**

Staff Meetings

Monthly Staff meetings are held on the third Tuesday of every month. Volunteers are very welcome to attend. These are usually attended by a member of the management committee, who reports back to other trustees.

General Centre Procedures

Office Accommodation & Practice

The Global Education is a very small place for a lot of people! We have had to be creative in the use of space, and the compactness of the centre means that we all need to work in a way that respects the working environment of other members of staff and volunteers.

Desks

We currently have 14 desks / workspaces. All full time staff and most part time members of staff have a desk, with or without a computer, but some part time staff and volunteers share desk space, use a vacant desk or use one of the work spaces in the resource centre. Because of this, everyone should leave their desk space clear at the end of each working day, especially if they will not be in the office the next day, so that a part time staff member or volunteer can use their desk. Desk trays are available for people to organise their work in progress, and filing and storage space is available for every member of staff.

Working Environment

Please try to keep noise and interruptions to other staff to a minimum - it can get quite difficult to work when there are a lot of us in. Please try to use the phone in such a way that conversations are as quiet as possible. Meetings with other staff should be conducted in places and in such a way as to minimise disruption to other staff.

Please try to keep the offices tidy and free from clutter. Please keep the sink area clean and wash up after yourself.

Breaks and tea and coffee making

Many of us bring or buy sandwiches and customarily take a half-hour lunch break around midday. Tea and coffee making facilities are provided by LGEC and a kettle and microwave are available for use.

Car-Parking

No designated parking is available. Limited street parking is available nearby - for early birds. Staff and volunteers who need a car for LGEC activity may, if necessary, park on the residents parking area on St Peter's Square and use one of 2 permanent (staff only) or 3 visitors permits that we have available. This facility may also be available for other LGEC staff on payment of £1 per day. If you want to ensure a space for yourself or a visitor, then a booking sheet is available on reception.

Computers

LGEC currently has 10 computers, which are networked together in order that all files can be accessed from each of the computers. It is expected that staff will create directories and store files on the computer they usually use. You are responsible for clearing out your files regularly so they don't get cluttered up with unnecessary junk.

Photocopier

Please pay for private use of the photocopier at 10p per A4 side as above.

Leaving the building

It would be helpful if all staff and volunteers could close down the computer(s) they have been using, close windows, tidy up and generally minimise the things the last person has to do as they leave.

Health and Safety

- A first aid box is kept in the cupboard at the top of the stairs, with an accident book.
- LGEC has a Health & Safety policy, which can be accessed via our website or on the shared Z Drive.
- You are responsible for bringing the Administration Officer's attention to any hazards or risks you are aware of in the work place.
- You are also jointly responsible, along with all staff and volunteers, for maintaining a safe working environment.
- Doors and passageways should not be not be obstructed, and offices should be kept free of clutter.

Security

Please keep handbags, purses and other valuables in a safe place e.g. office drawer. We have had a number of thefts over the years, including one from a coat hanging up at the top of the stairs.

'Panic' alarms are situated in each office in the following locations:

Chief Executive's office - by the door.

Schools office - by the door
- on RHS of computer

Back office - in kitchen area at RHS (as facing sink)
- on right hand wall (as facing window) to the right of the desk that is by the window

Resource Centre - under reception desk towards RHS as facing entrance door
- on LHS of doorway to 'under the stairs'
- on pillar next to the coffee area

Pressing the red button will trigger the alarm. A key is needed to switch the alarm off. Some are operated by a black plastic key, while others are operated by a silver metal key. One set of both keys is kept inside the top kitchen cupboard, on the LH cupboard wall. Another set is kept in the key container, which lives in the reception desk top drawer.

On days when the centre is open to the public, it is LGEC policy that the office is staffed by at least two people wherever possible.

Stationery

Small items are kept in the cupboard on the landing. Envelopes are stored in cupboards in the Resource Centre. Staff and volunteers are encouraged to recycle envelopes. Inform the Administration Officer if you require more stationery.

Communications

- **Post.** Each member of staff and volunteers has a pigeonhole for post and other messages. This should be cleared out each time you are in the centre.
- **Staff information.** The noticeboard at the top of the stairs is used to alert staff and volunteers' attention to items of interest.

- **Phone.** You need to dial '9' for an outside line. Private telephone calls should be paid for – please put money in the petty cash box and fill in a petty cash slip.
- **Email.** Volunteers should ask the Administration Officer or Chief Executive if they need to use the e-mail system or Internet.

Using the Resource Centre

All staff and volunteers are welcome to borrow from the Resource Centre. A loan record is made out for each person and the correct procedures should be followed for booking out items. Under no circumstances should staff or volunteers remove an item from the Resource Centre without first booking it out, following the correct procedures.

Making changes

All of the above describes how things are done and to some extent why. None of it is set in tablets of stone and we are always open to new suggestions as to how we can organise things so we are more efficient, effective and get more satisfaction from our working lives.

You are bringing your own experience with you and may be aware of ways in which we can change things to make things run more smoothly and improve internal communication. Your views and suggestions are welcomed and there are plenty of opportunities to make suggestions, either to an appropriate member of staff, via the monthly staff meetings or through team or co-ordinating meetings as appropriate.

“Green Housekeeping” Policy Statement.

Lancashire Global Education Centre’s Approach to the Environment

LGEC is committed to responsible practices and activities that are compatible with Sustainable Development. The organisation strives to meet environmental needs and expectations of its membership, users, employees and volunteers by actively minimising the environmental impact of all its activities.

LGEC practices environmental responsibility by making the environment a consideration in all decision making and managing all aspects of our work to avoid depletion of natural resources wherever possible.

Our practices include:

Use of paper

1. Staff members and volunteers are encouraged to print and use less paper in the office. Files will be stored electronically wherever possible and paper documents printed only when necessary.
2. Waste paper that has only been used on one side is used as scrap paper, notepaper, for printing documents for internal use, etc. Care is taken with the layout of documents to minimise paper use (especially when the document is to be reproduced), while still maintaining readability.
3. The photocopier is as environmentally friendly as is possible. When documents are being photocopied, both sides of the paper are used when possible.
4. The fax machine accepts A4 recycled paper. Junk faxes have been stopped by using a special telephone number.

5. Recycled paper is used where practicable (Lancashire Global Education Centre's stationery is printed on recycled paper, we use recycled white and coloured photocopier paper).
6. Newsletters are produced electronically and sent by email.
7. Envelopes are re-used where possible.
8. All efforts are made to buy other recycled stationery items and equipment wherever possible. Staff are encouraged to be economical in their use of stationery and other equipment.

Energy Consumption

9. The building is heated by gas central heating, which operates on a time switch and thermostat system thus enabling us to heat the building at times appropriate to our office opening hours. Radiators throughout the building have been fitted with individual thermostats.
10. Low energy light bulbs are used as standard. Lights are switched off when not needed. T5 low energy tube lights are used wherever possible.
11. The photocopier and computers are switched off over night and put on 'standby' when not in use during the day thus reducing energy consumption.
12. The building has 270mm loft insulation made from recycled fibres and double glazing to help reduce energy consumption.

Catering

13. For staff consumption, tea and coffee are purchased from fairly traded sources. Ceramic mugs are used (rather than disposable cups), and are washed up using an environmentally friendly washing-up liquid.
14. At the Global Education Centre, organised events, such as conferences and seminars, use re-usable crockery and cutlery, except where this is not practical (e.g. when there are no adequate washing up facilities).

Cleaning materials

15. Where possible, LGEC uses environmentally friendly cleaning materials.

Transport

16. When travel is necessary as part of their work, staff are encouraged to use public transport / bicycle where possible.
17. Expenses are paid for journeys being made by bicycle. Use of public transport is actively encouraged for all members of staff.

Waste Management

18. LGEC is committed to recycling all waste wherever possible. Materials currently recycled include: paper, cardboard, glass, printer cartridges and envelopes.

Policy introduced 1996, updated 1998, 2001, 2008 and 2010.