

# Numeracy Volunteers

## Volunteer Agreement

Volunteers are a new and very important addition to our work empowering children and adults in the UK to get on with numbers so they can fulfil their potential at work, home, and school.

We appreciate that you have chosen to volunteer with us, and we are committed to doing the best we can to make your volunteer experience enjoyable, productive, and rewarding.

This Volunteer Agreement is a guide for both volunteers and National Numeracy and sets out our expectations and the support we intend to provide one another during your time volunteering with us.

### Our Values

#### The 'Core Four'

At National Numeracy our “Core Four” deeply held values define what’s important to us. They guide our actions, drive our decision-making, and exemplify how we serve individuals and communities.

1

#### Community Commitment

We put people first. We give 100% to our people, partners and communities.

2

#### Trusted Experts

We are the UK’s numeracy experts. We use data and evidence to offer credible, trusted insight.

3

#### Empowered Futures

We empower people for positive change. We listen, build confidence, and enable people to gain greater control over their futures.

4

#### Always Learning

We believe change can happen. We are persistent and passionate in supporting people, partners, and communities to accomplish their goals.

### We expect all volunteers to:

- Represent National Numeracy as good role models, behaving in a professional and respectful manner that is in line with our “Core Four” values.
- Complete the volunteer registration form and undertake volunteer training.
- Undertake at least one volunteering activity a year (we hope you will want to do more!)

## We expect all volunteers to:

### Continued.

- Do your best to fulfil your volunteering activities and provide as much notice as possible if you can no longer make a commitment.
- Use the National Numeracy resources and guidance notes to prepare material in advance of each session.
- Adhere to any policies and procedures outlined by school staff or the community setting you are volunteering at including the Safeguarding Policy and Health and Safety notices.
- Take care of your own health, safety, and welfare, as well as that of others. Speak up if you see a potential danger, keep exits clear, belongings and cables stored safely so as not to cause a tripping hazard and only consume hot drinks in the staff room if offered and made for you. Report any Health and Safety concerns and incidents to the school or community setting and the Volunteering Development Manager ([laura@nationalnumeracy.org.uk](mailto:laura@nationalnumeracy.org.uk)).
- Respect and value individual differences and do not discriminate on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, sex, gender reassignment, marital or civil partnership status, sexual orientation, age, disability, or pregnancy.
- Follow our safeguarding policies and procedures to keep children, young people and vulnerable adults free from harm and to protect us as an organisation and you as volunteers from any complaints or allegations. Please read and act on our Safeguarding Summary for Volunteers in Schools [here](#).
- Look after your belongings. We take no liability for anything that goes missing during your volunteering with us.
- Dress appropriately and wear suitable footwear.
- Not be under the influence or consume alcohol or drugs whilst volunteering on behalf of National Numeracy.
- Not attend in person volunteering if you have symptoms of a respiratory infection, a high temperature or feel unwell. You should not attend in person until you feel well enough to resume normal activities and no longer have a high temperature. If you test positive for Covid 19 you should not attend in person volunteering for 5 days. Further advice can be found [here](#).
- Contact the Volunteering Development Manager ([laura@nationalnumeracy.org.uk](mailto:laura@nationalnumeracy.org.uk)) if you need support or guidance or have any concerns or questions about any aspect of the programme.

## **National Numeracy will:**

- Uphold our 'Core Four' values in all that we do and always treat you with respect and appreciation.
- Ensure you have a clear idea of your volunteer role, responsibilities, and commitment.
- Deliver high-quality Numeracy Volunteer training that is reviewed on a regular basis.
- Provide fulfilling and enjoyable volunteering experiences at convenient times that enable volunteers to promote number confidence and skills with beneficiaries in local communities whilst utilising and developing their own skillsets.
- Do our best to ensure that schools and community settings are expecting volunteers and that beneficiaries are punctual and prepared for the session.
- Provide high-quality and well researched resources for volunteers to use to prepare and deliver their volunteering activity.
- Make reasonable adjustments to ensure volunteering is accessible to all.
- Hold personal data securely and confidentially in line with GDPR legislation and as outlined in our Privacy Policy [here](#).
- Provide a safe and supportive environment by ensuring all volunteer activities are risk assessed and insured and care is given to the Health and Safety of volunteers.
- Endorse and promote a culture that does not tolerate discriminatory, offensive, or harmful behaviour towards any person who volunteers with, works for or comes into contact with the charity, especially on the grounds of the protected characteristics listed above.
- Maintain our Safeguarding and Child Protection Policies and provide a Safeguarding Summary and training for volunteers to keep children, young people, and vulnerable adults free from harm and to protect us as an organisation and you as volunteers from any complaints or allegations.
- Provide feedback from schools and community organisations, record the hours you volunteer and recognise your contribution to the organisation.
- Welcome and initiate comments, feedback, and suggestions from you regarding ways in which we might improve our volunteer offer.
- Update you on how your support makes a difference.
- Help volunteers with any problems, issues or queries emerging during the programme promptly.

**We thank you for following this agreement. If you have any questions, please contact the Volunteering Development Manager – [laura@nationalnumeracy.org.uk](mailto:laura@nationalnumeracy.org.uk).**