Using Better Impact across multiple venues and for flexible volunteering

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Ad hoc Activity and Event volunteering (‘GLAM Volunteer Pool’) April 2018 – March 2019

- 400+ activities/events
- 900+ vol assignments
- 222 volunteers
- 5,598 hours
- 67 event organisers
‘Time Well Spent’ – microvolunteering matters

A report published in January 2019 by NCVO, based on a national survey of 10,000+ recent volunteers, lapsed volunteers, and non-volunteers.

The biggest barriers to volunteering (among those who have not volunteered in the last three years or ever) are:

- I do other things with my spare time: 27%
- I don’t want to make an ongoing commitment: 25%
- I have not been asked: 16%

Among those interested in giving time over the next 12 months, a higher proportion are interested in dipping in and out of activities or getting involved in one-off events than giving time on a regular basis.

(Respondees could choose more than one)

- 53% Dip in and out of activities
- 30% Giving time on a regular basis
- 49% One-off activity or event
Overall volunteering (April 2018 – March 2019)

580 vols helped last year
21,193 hours
Currently 47 Museum and garden staff supervising ~ 78 regular volunteer roles

- Ashmolean: 32 different, regular roles
- HSM: 9 roles
- PRM: 9 roles
- OUMNH: 22 roles
- OBG: 6 roles
Website and database

Volunteering within GLAM

The Joint Museums Volunteer Service aims to widen access, increase depth of participation, and promote diversity, equality, and social outcomes through its volunteering opportunities.

It’s about working in a mutually beneficial way to make the most of volunteers’ talents, knowledge, experience, and interests, whilst also acknowledging the positive contributions they make to our visitors and collections.

We are very grateful to our volunteers and hope that they enjoy sharing their enthusiasm, building their confidence, and developing their skills in an inspiring, supportive environment.

Find out more about volunteering in the sections below, or register on our mailing list.

If you are already registered, sign in to your account.

How it Works  About our Roles  Recruiting Now

Volunteer News  Our Volunteers  Practical Information

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Each year, the Joint Museums Volunteer Service coordinates a large pool of volunteers who help in public-facing and behind-the-scenes roles at the:

- Ashmolean
- Bus Collection of Musical Instruments
- Botanic Gardens and Harcourt Arboretum
- History of Science Museum
- Museum of Natural History
- Pitt Rivers Museum
- Weston Library

We are very grateful to our volunteers and hope that they enjoy sharing their enthusiasm, building their confidence, and developing their skills in an inspiring, supportive environment.

For more information about the GLAM Institutions and the Joint Museums Volunteer Service, visit our website: www.ox.ac.uk/volunteer

General Interests - what you can sign-up to hear about
Registration form
Staff view (Better Impact)
Select an Enterprise Account

Oxford University Gardens, Libraries and Museums

Oxford University Gardens, Libraries and Museums

Ashmolean
- Ashmolean Museum - Volunteering with Visitors
- Ashmolean Museum - Behind the Scenes

Organisations Not in a Region
- Ad hoc Activity and Event Helper
- Bate Collection of Musical Instruments
- Bodleian Library
- Botanic Garden
- History of Science Museum
- MusiKa Oxford
- Museum of Natural History
- Museum of Natural History 2
- Museum of Natural History 3
- Museum of Natural History 4
- Pitt Rivers Museum
- Scare 1
- Volunteering at the Museums
Volunteering Recruitment account
www.glam.ox.ac.uk/volunteering

Volunteer Service (Enterprise account)

GLAM Volunteer Pool – adhoc events and activities Across GLAM

67 event organisers and Duty Managers

Currently 47 volunteer managers
Benefits of the volunteer management system

• Flexibility – for microvolunteering, regular rotas and unscheduled
• Consistency of vetting procedures
• Supports GDPR legislation – limited administrator function (event organiser and volunteer manager)
• Facilitates a whole organisational approach to managing and supporting volunteers across disparate and separate organisational cultures
The GLAM Volunteer and Community Engagement Service

Joy
Ruth
Ashmolean

Hayleigh

Caroline

Rachel
Mutaka
HSM/PRM

Beth

Susan
& Nicola
A report published in January 2019 by NCVO, based on a national survey of 10,000+ recent volunteers, lapsed volunteers, and non-volunteers.
Volunteer recruitment

- www.glam.ox.ac.uk/volunteering
- volunteering@museums.ox.ac.uk

Volunteer database

- Advert with role description
- Potential volunteers register
- Potential volunteers apply
- Select, induct, train
- Administration
- Adjust database
- Volunteer supervisors trained

Recruitment opportunities
- Potential volunteers enquire

Other museum staff
Benefits of the Better Impact volunteer management system

• Good customer service from Better Impact
• Flexibility – for microvolunteering, regular rotas and unscheduled
• Consistency of vetting procedures
• Helps to conform to GDPR legislation
• Supports consistency of organisational approach to managing and supporting volunteers
• Helps with complex reporting
• Data output can support volunteer strategy and planning
Who the volunteers are

**Gender**
- Female: 67%
- Male: 21%
- Not known: 12%

**Ethnicity**
- White British: 56%
- White Other: 18%
- Other: 12%
- Not known: 14%

**Age**
- 16-17: 2%
- 18-24: 24%
- 25-34: 18%
- 35-44: 10%
- 45-54: 7%
- 55-64: 7%
- 65-74: 15%
- 75+: 6%
- Not known: 14%

**Employment**
- Full-time employed: 12%
- Part-time employed: 12%
- Part-time employed and student: 12%
- Retired: 22%
- Undergrad student: 11%
- Postgrad student: 11%
- Self-employed: 3%
- Not employed: 6%
- School or college student: 4%
- Not known: 16%

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What the volunteers give

Age, percentage of individuals

- 16-17: 2%
- 18-24: 24%
- 25-34: 18%
- 35-44: 7%
- 45-54: 7%
- 55-64: 15%
- 65-74: 10%
- not known: 11%
- 75+: 6%
- 75+: 8%
- 75+: 16%

Age, percentage of hours

- 16-17: 1%
- 18-24: 9%
- 25-34: 8%
- 35-44: 4%
- 45-54: 4%
- 55-64: 9%
- 65-74: 32%
- 75+: 19%
- not known: 19%
- 75+: 16%
‘Time Well Spent’

Volunteers working full time are more likely to say they prefer using skills and experience that are different from their day-to-day whilst volunteering.

39% Different skills and experience

30% Same skills and experience

Over 1/3 of volunteers agree things could be much better organised and

Around 1/4 feel there is too much bureaucracy.
Practicalities and Challenges

• The system is only as good as it users!
• Need for robust and administration planning and procedures which are written down and communicated to supervisors –who can do what
Recruitment to the mailing list (registration)

*Access to the registration form (Form 1) is via a link on the Volunteer Service website: https://www.glam.ox.ac.uk/recruiting-now*
Recruitment to an *ad hoc* activity*

*Activities will be advertised on the database and by email to all 'accepted' volunteers in the Better Impact ‘Activity and Event’ account*
Recruitment to a volunteer role

*Roles will be advertised openly on the Volunteer Service website and by email to all registered volunteers with a relevant interest.
Practicalities and Challenges

• The system is only as good as it users!
• Need for robust and administration planning and procedures which are written down and communicated to supervisors – who can do what
• Training and ongoing support of staff
• Training and support for volunteers
• Which account am I in?
• Not quite everything can be seen at Enterprise level
What the GLAM Volunteer Service provides:

• a single route in for all potential volunteers
• joined-up volunteer policy
• volunteer administration
• volunteer role development
• training and support for volunteers
• Thank you events and Volunteer Week activities
• coordination of the ‘Activity and Event Helper’ pool (~400 volunteers)
• training and support for staff managing/supervising staff
• opportunities for community partners to engage in focussed ‘volunteer’ projects
• reporting and statistics
• Problem solving