



Volunteer Charter

This document applies throughout your time as a volunteer with the Trust and sets out the standards of behaviour expected of you when acting for, representing, or in a way that could reasonably be associated with the Trust.

Our commitment to you

As a volunteer, you can expect Cranfield Trust to:

- **Welcome you with respect**, regardless of your background, identity, or experience
- **Support you** with appropriate guidance, and a named contact for ongoing support
- **Value you** by recognizing your contribution and celebrating your impact
- **Communicate clearly to you** about your role, responsibilities, and any relevant updates that affect them
- **Indemnify you** with appropriate insurance whilst volunteering with us
- **Respect your time and lifestyle**, and offer flexible opportunities wherever possible
- **Help you develop** by providing access to resources and opportunities where available
- **Offer you the best possible volunteering experience**, and if, through reasons of geography or lack of suitable assignments coming up we can't do this, we will signpost you to other organisations so that your offer of volunteering is picked up

What we ask of you

In return, we ask that you:

- **Honour your commitments** to the charities we support and to Cranfield Trust. Please be reliable in your role and let us or our clients know in advance if you can't attend a meeting or continue an assignment
- **Respond promptly** to any enquiries from Cranfield Trust staff – if you cannot take on an assignment we can offer it to another volunteer and the charity isn't kept waiting
- **Act respectfully** – please treat everyone—clients, staff, and fellow volunteers—with kindness and respect
- **Manage potential conflicts of interest** and if in doubt, discuss with us – for example taking paid work with a client you are offering your volunteering time to
- **Uphold confidentiality** – please respect the privacy of those you support and Cranfield Trust information



- 🕒 **Keep us informed** – Please keep us up to date with developments if you are on an assignment and any changes that affect your availability
- 🕒 **Share feedback** – Please help us to improve by sharing your ideas, experiences and feedback
- 🕒 **Act as an ambassador** for Cranfield Trust – You, your networks and contacts are valuable sources of support for the Trust and wherever you can, please present Cranfield Trust in a positive way and help us where you can

Our shared values

At the heart of our work are these guiding values:

- 🕒 **We care and connect:** We lead with compassion. We nurture positive relationships by listening, building trust, collaborating with empathy, understanding and support
- 🕒 **We learn and lead:** We value and develop knowledge, skills, & experience to help build successful charities and we aim to be at the forefront of issues and trends facing the charity sector
- 🕒 **We focus on impact:** We strive for excellence, focus on results and achieve success for our clients and volunteers
- 🕒 **We meet the moment:** We face the challenges of our times head on, being creative and agile to anticipate and adapt to the changing needs of our society
- 🕒 **We raise the bar:** We take pride in the quality of our work, always striving to exceed expectations and raise standards, while engaging a diverse range of talent, skills and perspectives from the communities we serve

Code of Conduct

Cranfield Trust aims to be a friendly, welcoming and professional organisation for everyone we work with.

We believe that everyone who has contact with the Trust should be treated with respect and dignity and feel safe, supported and comfortable in working with the Trust.

We ask everyone who works with the Trust, colleagues, trustees, volunteers, charity clients and others to respect this code of conduct.



Cranfield Trust colleagues, trustees, volunteers and charity clients are requested to:

- Behave with integrity and honesty, pursuing the purpose of the Trust, which is to empower charities with the confidence and capabilities to thrive
- Create working relationships and a working environment that are safe, respectful, appropriate and welcoming to all, and in which people can grow and develop. We do not tolerate discrimination, harassment or bullying in any form
- Think carefully about the impact we have on one another, support people to be their 'whole selves' at work, and be conscious of others' wellbeing
- Seek advice and raise concerns if you notice anything inappropriate, or that makes you or another person uncomfortable
- Listen, encourage others to speak up, and be open minded
- Handle personal data and information carefully and with respect, in accordance with the Trust's data protection policies
- Not undertake activities that could negatively impact the Trust's ability to deliver its services or its brand or reputation; to disclose on appointment anything that might materially affect the Trust's work or reputation

By accepting a volunteer role with Cranfield Trust you are agreeing to follow this Charter (incorporating the Trust's Code of Conduct). You also agree to disclose, promptly and in confidence, any matter, to your knowledge, from your past or arising in the future that is relevant to your role or conduct as a representative of the Trust, and that could reasonably undermine trust, pose a risk to others, or materially affect the Trust's work or reputation. Failure to disclose any information may result in the termination of your volunteering role with the Trust.

Complaints

If you have any questions or complaints about the behaviour of anyone involved with the Trust while working with us, please follow the complaints policy which is available via our website.



Contact and engagement

Cranfield Trust is keen to provide its volunteers with the support needed to volunteer effectively, which starts with making the right contacts. When volunteering you should have:

- A named contact (usually your Regional Manager, Peer to Peer Manager, Mentoring & Learning Manager or Head of Operations)
- A clear brief or scope of the voluntary work to be undertaken, with an estimate of timing/timetable
- Contact details of the charity client to be supported, and the named individuals who will be the key working contacts

As part of your induction and ongoing development, you are expected to engage with relevant training, development and networking opportunities provided or recommended by the Trust where these support your role, uphold standards of practice, and help you represent the Trust effectively. We'll keep in touch through regular updates and may invite you to events, training, or new opportunities. You're also welcome to get involved in other ways—such as mentoring, blogging, contributing to webinars, or joining one-off advisory calls.

If your circumstances change, just let us know. You can step back at any time, and we'll keep your details secure and up to date.

Accountability and timing

If you find that you are unable to attend a meeting, or to continue with a project or assignment once agreed, please let us know. We understand that other activities can take precedence over volunteering, but key to our work is understanding when volunteering is not possible.

Please keep your Cranfield Trust contact updated if you are not able to fulfil the assignment or to attend planned meetings.

Extension of activity

Volunteering activities can sometimes run beyond their original scope, or activities emerge that were not covered in the initial brief. If this happens, please contact your Regional Manager or other named Cranfield Trust contact. There is no pressure on you as a volunteer to extend the volunteering activity - we will try to resource it with another volunteer if you do not wish to commit more time and input.

Security

Security measures may be in place at your client charity, and you will need to adhere to them if this is the case. We will do our best to cover these in our project brief or scope, but please ask your charity client whether there are any procedures or measures that you need to be aware of as a volunteer.



Performance and behaviour

Cranfield Trust expects volunteers to behave and present themselves professionally, and to represent themselves and the Trust professionally at all times.

If a client charity has concerns about a volunteer's performance or behaviour, they should discuss this with their main Cranfield Trust contact (usually Regional Manager or Mentoring & Learning Manager), who will raise this with the Head of Operations.

We will always attempt to resolve any performance or behaviour issues fairly. The Trust will discuss the issues with you and seek to resolve the matter in a quick and professional manner.

Safeguarding

Cranfield Trust is committed to:

- proactively protecting anyone we work with from harm or abuse
- fostering a supportive, respectful and protective culture
- providing safe physical and online environments for staff, associates, trustees, volunteers, clients and partners engaged in the Trust's services and activities

It is the responsibility of ALL staff, associates, trustees and volunteers to assess, mitigate and report risk of harm, specific incidents or suspected inappropriate conduct, especially in relation to children or adults at risk of harm that the Trust comes into contact with. In many cases, such areas may come under a client charity's own safeguarding responsibility, so the Trust's clients also have a responsibility to respond appropriately through contact with the Trust's Designated Safeguarding Lead.

Please read our [Safeguarding Policy](#) for more information.

Data Protection/Confidential Information

As a volunteer you have an obligation to protect confidential or personal information in relation to individuals and client organisations. In the course of your volunteering you may be given personal data, including contact details, names and other information which identifies individuals. You should not disclose any information to anyone other than the person/s authorised to receive it, both during and after your involvement with the organisation/event. Please read the Trust's [Data Protection Policy](#).

Contact with the Media

All requests from members of the media for comments/information should be politely directed to the Head of Communications & Insight, or to the appropriate person within the client charity, if concerning the client. This will ensure the accuracy of all information given to the media. We ask you not to give any interviews, appear in any promotions, advertisements or endorsements, make public comments or give any assistance to the media in relation to any story concerning Cranfield Trust or its activities, without our prior consent. We welcome media interest in our work and are keen to feature our volunteers



in communications activity, so if you are aware of an opportunity for coverage please do contact our Communications team.

Social media and public communications

When using social media or speaking publicly, you must not present personal views as those of the Trust, or post content that could reasonably undermine trust, cause harm, or damage the Trust's reputation. Where relevant, for example on social media accounts where you list your connection or affiliation with the Trust, you should make clear when views expressed are personal and not made on behalf of the Trust.

Party political activity

You must not engage the Trust in party political activity or use your role as a volunteer to promote or advantage political parties, candidates or causes. Any political views you personally express must not be presented as those of the Trust, or risk being reasonably confused as such. As a volunteer, you must not compromise, or be reasonably perceived to compromise, the Trust's independence or political neutrality.

Conflicts of interest

Volunteers are expected to act in the best interests of the Trust and of their client charity, considering what is best for each organisation, and for its present and future beneficiaries. As a volunteer, you are asked to declare any conflict of interest, or any circumstance that might be viewed by others as a conflict of interest, as soon as it arises. If a conflict is deemed to exist you may be asked to stand down from a project or volunteering activity.

Commercial relationships

We ask you not to undertake any activity that will cause you to benefit commercially from a relationship established with the Trust's client as a result of your volunteering role with the Trust.

Equal Opportunities

The Trust is committed to ensuring that our workplace and volunteering activity are free from unlawful or unfair discrimination on the grounds of disability, colour, race, nationality, ethnic or national origin, sex, gender (including gender reassignment), sexual orientation, age, marital status, religious or other similar philosophical belief.

Fraud and Corruption

Fraudulent and corrupt activities are illegal and directly opposed to the ethos of the Trust. If you suspect fraudulent or corrupt behaviour in any organisation with which you are in contact through our work, report it to your contact immediately. We will treat any report in confidence, and work to protect anyone making a report, while investigating promptly and fairly. Anyone engaging in any fraudulent or corrupt behaviour will be reported to the police, if appropriate.