

# London Metropolitan University Students' Union Volunteering Handbook



London Metropolitan University  
Students' Union

## INTRODUCTION

Hi,

First thanks for helping out

You may not have thought about your role as that of a 'volunteer', but you give your time and energy to help support other students or deliver student based activities and we hope you have a fantastic time doing this, learn new skills and make lifelong friends.

In this handbook you will find all the information you need to know about volunteering with us. If you have any more questions regarding volunteering, please get in touch with your staff point of contact.

All of our activities depend on the energy and enthusiasm of volunteers; it is your passion that drives what we do and has a huge impact on student experience.

So thank you!

## ABOUT THE DIFFERENT ROLES

There are a number of different volunteering roles within the organisation. You should be able to access more information from the website pages about each role including a role description and any information about training and recruitment. For your area you should be informed who your key contact or 'staff link' is.

<b>Volunteer Role</b>	<b>Email contact</b>
Campaigns	e.rowley@londonmet.ac.uk
Course Reps (StARs)	e.rowley@londonmet.ac.uk
Verve Media	s.bines@londonmet.ac.uk
Societies	s.ahmad@londonmet.ac.uk
Student Council	e.rowley@londonmet.ac.uk
Trustees Board	m.crowhurst@londonmet.ac.uk
Sports Clubs	d.baker@londonmet.ac.uk
SU Election Candidates	e.rowley@londonmet.ac.uk

## CELEBRATING SUCCESS

### Students' Union Awards

The Students' Union Awards are an annual celebration event held to recognise volunteers from across the Union.

A number of awards are presented across all volunteering areas to individuals and groups.

### Socials

We all love an excuse to get together and have fun! The SU organise regular social events to thank-you for all your hard work and give you the chance to meet other volunteers across our activities.

## FEEDBACK & EVALUATION

As a Students' Union, we want to ensure that all of our opportunities meet your expectations and provide experiences for you to enhance your skills.

Although we ask for feedback annually, please don't hesitate to contact your staff link in the meantime if you wish to discuss anything about your volunteering experience.

## EMPLOYABILITY

Volunteers who have engaged with their role who and have attended training will receive a certificate to acknowledge their participation in these roles at the end of the academic year.

Here are some examples of skills that you may develop from the opportunities us:

- **Team Work:** Knowing your strengths and how these fit into a team; working well with others, listening to them and helping them to develop. Contributing to group ideas and discussions
- **Communication:** Knowing the best way to communicate with different audiences and the best tools to use. You are to the point while also making the information easy/enjoyable to digest and crucially you can listen as well as talk!
- **Project planning:** Making things happen on time by ensuring the separate parts of a project are all working together, setting realistic targets and managing expectations
- **Innovation:** Coming up with a new idea, novel solutions and original creations. Crucially you are then able to put these into action. Able to see easily how things can be improved
- **Reflective skills:** You have an ability to see things from other points of view and can easily get others on board to solve problems. You are also able to take a step back and analyse whether you are doing things as well as you could be
- **Information skills:** Collecting information from a wide variety of sources, judging its value and interpreting it so other can easily understand complex concepts or results. An ability to research things quickly and easily
- **Leadership:** Leading a team, motivating others, getting the best out of others in various situations and making things happen.

## HEAR

Every student who graduates from London Met is eligible for a HEAR transcript (Higher Education Achievement Report). Increasingly employees will be keen to see HEAR transcripts as the number of graduates receiving them rises. The HEAR transcript documents a number of activities during your time at University including certain Union volunteering activities. These include Course Reps, Council, Verve roles, sports roles and we hope soon to include society leadership roles.

## Employability Award

The **Careers and Employability Service**, part of the Department of Student Services run an annual 'Employability Award'. As part of this award students are asked to find 25 hours of volunteering experience as well as attend some additional workshops in order to get the 'award' which appears on your HEAR transcript. The hours that you spend volunteering in the SU can count towards this award, therefore if you have done 25+ hours volunteering with us in the Students' Union we recommend you consider taking part in this accreditation process. Please contact Maria DaSilva: [m.dasilva@londonmet.ac.uk](mailto:m.dasilva@londonmet.ac.uk) if you would like to find out more.

## HEALTH AND SAFETY

### Risk Assessment and Health and Safety

We want all our activities to be as safe as possible. We encourage you to have a say in the design of our activities and will support you in doing so. However it is essential that you keep strictly to the plans and risk assessment for activity where they exist and you should check with your staff link to ensure you are aware of any risk and appropriate risk assessments.

#### WE WILL:

- Risk assess activities, projects and events where there are likely to be risks
- Ensure volunteers only work in safe places
- Make sure volunteers are fully aware of the risks and safe conduct practice for activity
- All volunteers are covered by our insurance policy, as long as you operate within the policies set out

#### VOLUNTEERS WILL:

- Monitor all risks in any situation
- Respond appropriately to any hazards
- Implement procedures to ensure safety
- Alert us and/or the relevant organisation of any health and safety concerns they may have
- Participate in risk assessing their projects

**THANKS FOR READING THIS AND VOLUNTEERING WITH US.  
WE HOPE YOU HAVE A FUN AND REWARDING EXPERIENCE.**