



Norwich Pride

Volunteer Policy

Norwich Pride is an organisation run entirely by volunteers. We value the contribution of every one of the volunteers who give their time, expertise and skills generously and without whom Norwich Pride simply would not exist.

Equal Opportunities *(supporting the 9 protected characteristics from the Equality Act 2010)*

Norwich Pride aims to challenge all discrimination whether based on age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

We expect all our volunteers to support this aim and follow of our **Code of Conduct**.

Recruitment and Selection *(See also separate Recruitment Pack)*

All volunteer opportunities will be publicised widely in ways accessible to all sections of the community and should explain what will be required of the volunteer and what can be gained from being involved.

Volunteers can be recruited directly through contact with Norwich Pride via the website or the social media platforms OR through other organisations e.g. Norfolk LGBT+ Meet Up, Volunteering Norfolk, Volunteero platform etc.

Prospective volunteers will be asked to complete an application form. In some circumstances there may be an informal conversation with someone from the Organising Team or a Delivery Team before a volunteer is accepted.

For individuals applying for positions on the Organising Team or Delivery Teams they will be asked to complete a role specific application and may be invited for a short interview, as well as provide a character reference if they are successful. They will also need to complete the general volunteer application form in order to complete their registration.

Volunteers may also be required to be DBS checked, dependent on their role, and the cost will be met by Norwich Pride.

Feedback is always welcome.
Last reviewed: April 2026

Review Date: April 2027

Volunteer Tasks

Volunteers will be given role descriptions and advice via a role specific Briefing Sheet detailing the areas of work they are responsible for.

Volunteer Well Being

Norwich Pride has a clear supervision structure. Teams will each have a Team Leader/Supervisor and one member of the Organising Team will act as Duty Officer for all activities.

Supervisors will usually be a person who is more familiar with the plans for the day or the specific activity. They will act as a point of contact if a volunteer has questions or any issues during their work with Norwich Pride.

Volunteers are also supported by the Volunteer Coordinator and the Well Being Team on the day. (See below for roles.) All volunteers will be invited to the Volunteer Thank You Party.

Retention and Development of Volunteers

Norwich Pride aspires to invest in our volunteers by providing a year-round programme of events – social, training and development. We would hope that volunteers would therefore wish to remain with us for multiple years.

Volunteer Coordinator Role

The recruitment, registration, induction and training of volunteers is overseen by the Volunteer Coordinator. Their main responsibilities are...

- Works with Planning Lead to recruit and train volunteers
- Keeps up-to-date records and abides by data protection laws
- Sends volunteers regular updates
- Works with Wellbeing Officer to ensure volunteers safety and health
- Helps organise Volunteers Thank-you Party in August

Well Being Team

- Ensures Norwich Pride is a safe, healthy organisation to volunteer for
- Ensures volunteers have food, water and rest on the day
- Liaises with the Wellbeing Centre to ensure it is a calm space
- Liaises with local mental health organisations
- Works closely with the Volunteer Coordinator

On the day of Norwich Pride itself volunteer concerns should go to the Wellbeing Team in the first instance then to the Volunteer Coordinator for improvements for the future.

Confidentiality, Security and Data Protection

Volunteers and their personal data will be bound by the requirements of Norwich Pride's Data Protection Policy and associated guidance, as well as by our Confidentiality Policy.

You will find our Privacy Policy on our website here. [Data Protection Privacy Notice – Norwich Pride](#) Please read it if you have any concerns.

Volunteers MUST NOT disclose to any person not entitled to know, any matters which are confidential to Norwich Pride, its volunteers and/or users.

Volunteers MUST NOT seek to corruptly receive or give any consideration for doing or not doing any act or showing favour or disfavour to anyone in the course of volunteering.

Training and Induction

All volunteers will be expected to participate in training and induction session/s. This will include the aims and work of Norwich Pride, key policies and our expectations plus any procedures and information related to the individual's specific role.

All volunteers will be provided with, and should wear during the Norwich Pride event, their lanyards detailing emergency procedures, and follow them if necessary. When volunteers are on a break and may be seen smoking, drinking etc lanyards should be removed.

Volunteers MUST NOT report for duties, training or induction while under the influence of drugs or alcohol.

NB: If it is considered by a volunteer's supervisor that there has been a mismatch between their capabilities and the needs of the role then we will do our best to re-direct that individual to a different role within Norwich Pride or within another, more suitable, organisation.

Complaints and Grievances

If there are any complaints against a volunteer, or a supervisor, then they will be handled according to Norwich Pride's Complaints Procedure. A copy can be made available on request.