

# The Regional Volunteer role



Regional Volunteers are active members of War Memorials Trust who wish to support the charity by giving their time and energy to a range of activities. The Trust is a national charity covering the whole of the UK, but staff members cannot be everywhere all the time. The charity therefore relies on Regional Volunteers to act as local 'eyes and ears' across the country and to raise awareness of our work.

## War Memorials Trust

War Memorials Trust is the charity that works for the protection and conservation of war memorials across the UK.

There are an estimated 100,000 war memorials in the UK. Many of these are treasured and well cared for but sadly others are neglected and vandalised or left to suffer the effects of ageing and weathering. This is where War Memorials Trust comes in. We want to ensure each and every war memorial is preserved and the memory of the individuals recorded is remembered, whether they be from past or present conflicts, civilian or service personnel.

War Memorials Trust relies on voluntary funding and is actively engaged in a full programme of fundraising. Our fundraising is conducted in line with the Institute of Fundraising Codes of Conduct. In addition, the Trust has a membership of annual and life members. Members pay a subscription fee which supports the work of the charity and receive the Bulletin quarterly and an invitation to the Annual General Meeting (AGM).

## Objectives of War Memorials Trust

1. To monitor the condition of war memorials and to encourage protection and conservation.
2. To provide expert advice to those involved in war memorial projects, to act as the specialist organisation for war memorial conservation issues and to facilitate repair and conservation through grants schemes.
3. To work with relevant organisations to encourage them to accept responsibility for war memorials and recognise the need to undertake repair and conservation work.
4. To build a greater understanding of war memorial heritage and raise awareness of the issues surrounding war memorial conservation.

## Why become a Regional Volunteer?

Being a Regional Volunteer:

- enables you to help the Trust protect and conserve war memorials;
- provides the opportunity to work with others interested in war memorials and associated subjects;
- offers rewarding work and the satisfaction of helping to protect war memorials;
- provides the opportunity to participate in new activities, such as listing war memorials and public speaking.

## Regional Volunteer structure

All Regional Volunteers are registered individually with the Trust. Those accepted as Regional Volunteers receive written confirmation, an ID card and an information pack. The pack is a comprehensive resource which Regional Volunteers can refer to when dealing with war memorial related issues and take with them when representing the charity. It contains all the information required by Regional Volunteers to support and promote the charity and explains how Regional Volunteers can carry out activities on behalf of the Trust.

War Memorials Trust currently has five full-time members of staff, one of whom (the Membership and Volunteer Officer) is the main point of contact for Regional Volunteers. The Membership and Volunteer Officer contacts Regional Volunteers directly with requests for help or with details of activities which Regional Volunteers can participate in. In addition, the Trust hopes Regional Volunteers use the information contained in the Regional Volunteer pack to be proactive about carrying out their own war memorial projects.

The Trust keeps in touch with Regional Volunteers via the bi-monthly Regional Volunteer newsletter, the password-protected Regional Volunteer section of the website and the Bulletin. In turn, the Trust requests that Regional Volunteers keep the office up-to-date with their individual projects.

The charity holds annual Regional Volunteer Days which are an opportunity for the Trust to thank Regional Volunteers for their support. It also provides the Trust and Regional Volunteers with a chance to review the Regional Volunteer role and discuss any developments or improvements. The Trust aims to hold these events at venues across the country in order to give all Regional Volunteers the opportunity to attend.

War Memorials Trust also encourages Regional Volunteers to communicate with other Regional Volunteers in their area about ongoing projects so that experiences and ideas can be shared and the duplication of work avoided.

## Regional Volunteer activities

There are a number of different activities which the Trust asks Regional Volunteers to participate in which are outlined below. Although the Trust does not expect a Regional Volunteer to take part in an activity that they are unable to do or uncomfortable doing (such as public speaking), we would expect Regional Volunteers to undertake at least one type of the following types of activities on behalf of the Trust. Ideally the Trust would like a Regional Volunteer to complete at least two activities per year (e.g. two condition surveys or one condition survey and one listing, etc).

### 1. Monitoring and reporting

War Memorials Trust acts on reports of war memorials which need conservation or are considered at risk (e.g. of falling down, being effected by demolition or inappropriate relocation). Through the identification of war memorials which are neglected, at risk or inaccessible we can campaign amongst custodians and responsible bodies for their proper care and maintenance. Regional Volunteers can assist this work by monitoring the condition of local war memorials, carrying out condition surveys where appropriate and reporting to the Trust any war memorials which are at risk.

### 2. Assisting and promoting

In the course of some of the Trust's war memorial projects, it is necessary for the charity to contact Regional Volunteers for further assistance at a local level. It is often

Regional Volunteers' knowledge of the local community and the ability to have face-to-face meetings with individuals and organisations which proves invaluable and enables a project to move forward. This may include carrying out condition surveys, establishing local contacts, helping a war memorial project get started, identifying the current location of lost war memorials or assisting with the memorial relocation.

Regional Volunteers can also help to promote the Trust and encourage the media to cover and publicise the charity's work. Public relations (PR) is vital to any organisation, but for the Trust PR coverage is a fantastic fundraising driver with national articles prompting large-scale donations. It also acts as a tool to increase membership and raise awareness of the Trust's aims and objectives. It raises the profile of our work and, hopefully, ensures that as many war memorials in need of help as possible come to our attention. This may involve talking about the charity, writing articles about the Trust or giving interviews.

### **3. Researching and listing**

War memorials as social, commemorative, historical and artistic objects can be the focus of interesting research for Regional Volunteers. Uncovering the history of a war memorial and uncovering the stories behind the names is fascinating and important. Understanding these issues will help to manage the monument and also help to bring the war memorial to life. Research can highlight the importance and significance of a memorial and so encourage the local community to look after it.

Also, the Trust encourages Regional Volunteers to list war memorials (to add war memorials to the statutory list of protected structures) as a way of providing legal protection. The Trust does not have any legal powers to prevent custodians from making inappropriate alterations or from removing or demolishing existing war memorials. Listing is the only way to provide legal protection for war memorials.

### **4. Talks**

Raising awareness of the Trust and the charity's work is extremely important and Regional Volunteers giving talks to relevant groups is a useful way of achieving this. Promoting the charity through talks can increase membership, encourage donations, highlight the significance of war memorials and the importance of their preservation and ensure that the Trust is informed of any at risk.

### **5. Events**

Regional Volunteers arranging to represent War Memorials Trust at relevant events can be a very effective way of raising awareness of the charity and promoting the Trust's work. Events provide the opportunity to reach audiences who have not heard of the charity before and to remind people who have heard of the Trust about our work. This may involve attending an event organised by the Trust and attended by Trust staff, attending an event with other Regional Volunteers or organising attendance at an event on your own.

### **6. Representing**

War Memorials Trust often receives invitations to events or meetings related to our work across the UK. With only a small number of staff members, it is not always possible for the Trust staff to attend these events and so we ask Regional Volunteers to represent the charity instead. Types of events can include: dedication and rededication ceremonies; Remembrance services; wreath laying ceremonies; meetings with local authorities or war memorial custodians; and development or planning meetings where the plans being discussed affect the preservation of a war memorial.

## Regional Volunteer code of conduct

This code sets out the duties and responsibilities of a Regional Volunteer ('the individual') in their volunteering role and War Memorials Trust ('the organisation') as the charity for whom the individual volunteers.

1. All War Memorials Trust Regional Volunteers must be registered with the organisation. To be a Regional Volunteer, it is required that: an individual is a member of the organisation (having paid either an annual or life subscription) due to insurance requirements; the individual has signed the Regional Volunteer agreement (thereby agreeing to the code of conduct); the individual has submitted the Regional Volunteer registration form; and the individual has received documentation from the organisation along with an ID card.
2. The individual makes a commitment to War Memorials Trust's objectives and agrees to abide by decisions made by the organisation to achieve these objectives. Ideally the individual will complete at least two Regional Volunteer activities per year.
3. The individual agrees to let the organisation know of any activities undertaken on its behalf in writing (by letter or email) and ensure that copies of all correspondence in which the organisation is referred to are sent to the organisation.
4. The individual agrees that they will undertake no fundraising activities without first discussing the project with the organisation. This is to ensure that the charity's ongoing fundraising activity is not jeopardised. No individual has authority to use, or misuse, the organisation's charity number.
5. The individual undertakes that they will not knowingly bring the organisation into disrepute. When representing War Memorials Trust the individual should be punctual, polite and willing to comply with any restrictions within the environment they are operating.
6. The organisation agrees to reimburse any reasonable expenses incurred by the individual when undertaking activities on behalf of the organisation. However, the individual agrees that these will be discussed with the organisation prior to any activity being undertaken. The organisation is not obliged to pay any expenses not agreed in advance.