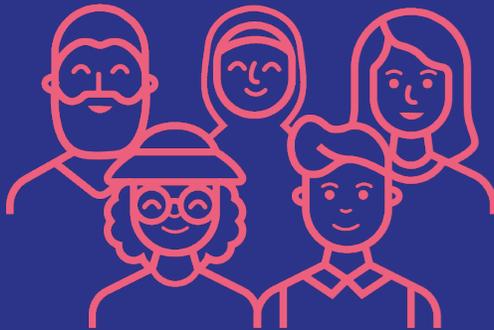




**MAKE YOUR MARK**  
— IN VOLUNTEERING —



# Inclusive volunteer recruitment

Sarah Pearce, Campaign Group member



**Volunteering**  
Action Plan



# Outline



- Our mission and activities
- Inclusive Volunteering Toolkit
- Why volunteer?
- Barriers to volunteering
- Enablers to volunteering



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# Our mission

Make Your Mark is a campaign that aims to increase the number and diversity of heritage volunteers in Scotland.



Glasgow Disability Alliance  
Confident Connected Contributing



ARCHAEOLOGY SCOTLAND



# Our activities

For volunteer-involving heritage organisations, Make Your Mark:

- Shares inclusive volunteering practice
- Connects heritage volunteer coordinators Scotland-wide
- Hosts free events for volunteer managers
- Celebrates volunteers
- Promotes volunteering opportunities

Join us



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# Inclusive Volunteering Toolkit



- Survey, workshops, focus groups, desk-based research
- Snapshot of inclusive volunteering in Scotland
- Barriers to volunteering
- Enablers for volunteering
- Reflective exercises
- Templates



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# Why do people volunteer?



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# Benefits of volunteering

Develop skills

Be part of a community

Support a cause or mission

Care for Scotland's places and stories

Make a difference

Have fun!

Give back to an organisation

Build confidence

Meet new people

Network with staff

Build your CV

What are some examples of barriers that could prevent a person from volunteering?



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# Barriers



## Economic

- Time
- Travel expenses
- Equipment costs
- Childcare costs
- Benefits and right to work
- Food and drink



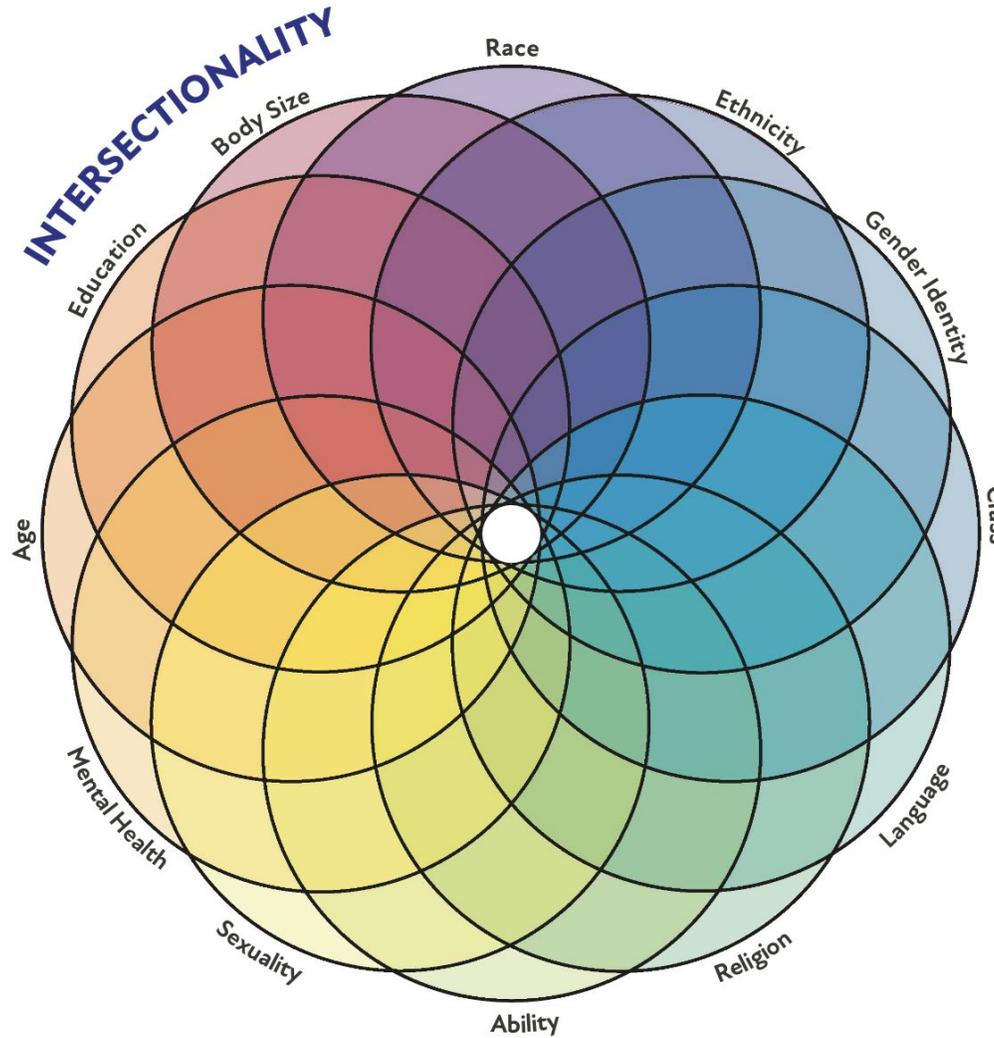
## Social

- 'Typical volunteer'
- 'Volunteering'
- Discrimination
- Confidence
- Attitudes and assumptions



## Physical

- Exterior elements: parking areas, kerbs, paving, steps, doors
- Interior elements: stairways, doors, toilets and washing facilities, lighting and ventilation, lifts and escalators, floor coverings and signs



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What are some examples of inclusive practices that can enable people to volunteer?



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# Enablers



## Communications

- Volunteer-focussed
- Volunteer stories
- Multiple advertisement methods
- Inclusive language and design



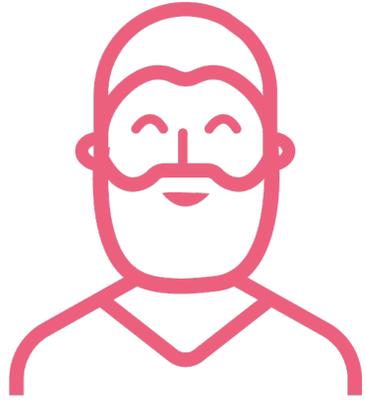
## Practices

- Partnership working
- Multiple ways to apply
- Ask about needs
- Taster sessions
- Shadowing opportunities
- Flexibility



## Policies

- Centre diverse volunteer voices
- Pay volunteer expenses
- Establish a range of volunteer support mechanisms
- Collect volunteer data



## Example volunteer: David

David wants to try out volunteering for the first time. He is keen to develop more skills and meet people, but he can lack confidence. He is seeking asylum, and is a parent to two school-age children.

How would you  
make your  
volunteer  
opportunities  
accessible for  
David?



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## Volunteers needed!

The Museum of Scottish History is looking for gallery guides.

Ideal candidates would have an interest in Scottish history, as well as experience in a museum setting.

Please apply for the role by sending your CV and a cover letter to [admin@historymuseum.scot](mailto:admin@historymuseum.scot)

What would you add / change to make this role advertisement more inclusive and effective?



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# Opportunity: Gallery Guide

Help us create a memorable experience at the Museum of Scottish History by taking visitors on a 30 minute tour. The Museum of Scottish History aims to inspire and empower Scotland's visitors and inhabitants through stories of our shared past.

Key tasks for this role include learning about the history of the collections on display; give visitors a warm welcome; deliver the full tour or a station on the tour; respond to questions or queries to the best of your knowledge. The anticipated time commitment would be 1 tour per month, but this is very flexible.

This is a great opportunity to develop your confidence, meet new people, gain experience in the museum field, build your CV and learn more about Scotland's history.

A volunteer induction and training will be provided, and no experience is required. There are opportunities to shadow existing guides, or deliver the tours as a pair or within teams.

Our venue is wheelchair accessible, has a wheelchair accessible toilet, baby change facilities, and seating throughout. We pay volunteer travel expenses. If you are receiving UK state benefits, volunteering with us will not affect your benefits.

Our volunteer managers are happy to chat with prospective volunteers about their needs and how roles can be adapted to suit them.

Those interested are invited to contact our volunteer manager at for an informal chat. They are accessible via email [volunteers@historymuseum.scot](mailto:volunteers@historymuseum.scot), phone 0141 111 1111, voice note via WhatsApp or post at Museum of Scottish History, Glasgow G1 1DT.

Info on the organisation

Key tasks

Time commitment

Benefits of volunteering

Training and support

Skills required

Access and inclusion

Expenses

Next steps and how to apply

# Other things to consider

- A wide range of people represented in imagery
- Translations into multiple languages
- Offering in multiple formats
- Advertising widely through multiple channels
- Promoting through trusted community partners
- Using existing volunteer portals



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# Develop your own inclusive volunteering plan

1

Assess

2

Plan and  
consult

3

Pilot  
changes

4

Evaluate

5

Reflect



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**Thanks for your time!**

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