



The Salisbury Centre Volunteer Handbook

The Salisbury Centre is a thriving community of people, and at the heart of this community are the volunteers involved in the daily life of the Centre. We sincerely thank you for choosing to volunteer, and appreciate the time, energy, skills, and experience you are offering. We are striving towards a diverse and inclusive community environment; therefore, we gladly welcome volunteers from all races, genders, ethnic minorities, ages, classes, and sexual orientations. Without the contribution of our many volunteers, the Centre would not be the same diverse, welcoming, and thriving place it is. This handbook will provide useful information to help you in your volunteer journey.

About the Salisbury Centre

The Salisbury Centre first opened its doors in 1973 and has a rich history which you can read about [here](#). The Salisbury Centre is open to all who want to develop their spiritual, psychological and creative life. You can find the Centre's vision, mission and constitutional aims as a charity [on our website](#).

Structure

A Board of Trustees holds responsibility for running the SCIO, managing its assets and upholding the Centre's Constitution. The Employees and Residents of the Salisbury Centre are delegated by the Trustees to run the Centre. Day to day management of the Centre is carried out by the Centre Manager, the Events Administrator, the Office Administrator, the bookkeeper and two Community Development Workers. The Living Lighter Project also runs with a Project Manager, Volunteer and Outreach Worker and a Gardener. Volunteers are involved in the daily life of the Centre and contribute to running the daily meditations, library, garden, community meals and events, supporting the administration work, looking after the building and much more.

You can read more about the Centre's [structure](#) and our [current staff and board members on our website](#).



Centre Operating Hours

The Centre is open from 08:00am – 22:00 daily. The office hours are generally 11:00-14:00, Tuesday, Thursday, and Friday.

Overview of volunteering

Through volunteering at the Salisbury Centre, you have the opportunity to contribute to a vibrant community initiative that aims to make a difference to the environment and to build community. You will be part of a wider team of volunteers from different backgrounds.

Recruitment

Expressions of interest come through to us in many different ways, but usually we arrange an initial conversation with the contact person for the relevant volunteer team, or the Centre Manager. Together you will discuss interests, skills, and experience, as well as the opportunities at the Centre. Some roles that require more specific skills or experience may have a longer application process. All volunteers will be required to complete a 'Personal Information and Consent Form' and complete an induction checklist.

Mutual expectations

- We will clearly define your role and expectations, and you will engage with your volunteering activities as best as you can.
- We welcome your input as a volunteer and take every community member's concerns, ideas or suggestions seriously. You will raise any concerns, ideas, or suggestions with your contact person.
- We will provide an induction, appropriate training, and support, and you will act safely in line with Centre policies and inform us if you feel any further training is needed. We will try to accommodate extra training requests as best as we can.
- We will recognise and celebrate the contribution you make to the Centre, and you will respect fellow volunteers, staff, community members and Centre users.
- We will all act in line with the Centre's [Vision, Mission, Terms & Conditions](#), and policies (see 'Policies' section below).

What we can offer volunteers

Support

Your volunteering at the Salisbury Centre will start with a general Health & Safety induction, followed by an induction meeting with the contact person for the volunteer team you are interested in. We love to hear what you would like



to get out of volunteering at the Centre and how we can best support you. After that, your contact person and/or a dedicated member of staff at the Centre is at hand to support you with your role, and to answer any questions. You will also agree to a regular check in time with them.

Training & Socials

We want to make sure that you can access the training and support we provide to make your volunteer role as enjoyable as possible, and we occasionally organise training for all volunteers to take part in.

The various volunteer teams organise regular (optional) socials and gatherings in the lovely premises of the Salisbury Centre. The monthly community meals on Monday evenings at 18:30 also offer an opportunity for volunteers and other community members to come and bring and share food. The Community Celebrations every 6 weeks are another space to connect with the wider Centre community.

References

We can provide a reference for volunteers who have made a meaningful contribution to the Centre. We can do this for a period of two years following your volunteer involvement.

Expenses

We believe you should not be out of pocket through volunteering. No expenses should be incurred by you for your volunteering role. If in exceptional circumstances an expense should be made, the Centre will provide the money in advance, and will expect a receipt in return.

If your volunteering activities require significant travel, please discuss with your contact person if reimbursement for transport or other arrangements are possible.

Resources

All the resources required for you to fulfil your volunteer role will be provided. If there are additional resources you believe are required, please discuss with your contact person and we will do our best to address it.

Complaint procedure



Should you have a complaint or a grievance, the procedure is as follows:

1. **Stage 1, informal:** First have an informal chat with your contact person, or the Volunteer and Outreach Worker (Chloe).
2. **Stage 2, formal:** If you feel the issue has not been sufficiently resolved, contact the Centre Manager in writing. They will arrange to meet you to hear the full complaint and help find a resolution within 3 weeks. The Centre Manager will give you a written response outlining the agreed resolution, including a reference to the right to appeal.
3. **Stage 3, appeal:** Where a volunteer feels their grievance has not been satisfactorily resolved or they are unhappy about the decision, they should appeal. The volunteer should notify the Trustees, in writing, of their intention to appeal against the decision to their grievance. In doing so they should specify the grounds for their appeal. The volunteer will be invited to attend an appeal hearing within ten days with a Trustee. Wherever possible after the hearing the volunteer will be told the outcome of their appeal. The appeal's decision will be conveyed in writing, within two working days. The decision of the appeal will be final.

Written correspondence can be emailed or placed in an envelope addressed to the appropriate person in the mailbox next to the Office door.

What volunteers can offer us

The Salisbury Centre is grateful for the support of volunteers in many different ways - from our Board of Trustees overseeing Centre management, to maintaining the garden, facilitating community groups and supporting the organisation of events. With so many people passing through the Centre, the involvement of volunteers contributes greatly to making the Centre a warm and welcoming place for all. Volunteers are an important part of the Centre's ethos and identity that help provide the kindness found within the community, including welcoming new people.

Below you can find the different volunteer teams that you can be part of. You may be only interested in one of these, or perhaps you'd like to get involved in several different ways. For more information about any of these teams and roles, please see the [role descriptions on our website](#) or get in touch with the relevant contact person.

Volunteer Teams & Roles



Community Seasonal Celebrations

Co-creating and facilitating seasonal community celebrations.

Community Meals

Cooking for, helping to organise and hosting community meals and events.

Community Groups and Events

Helping out with the organisation and running of various community events

Garden

Taking part in regular group gardening sessions and workshops to maintain food garden and nature patches.

Seed Library: contributing to seed-saving and sharing in our community through sharing circles, events, gardening, and maintaining our seed library

DIY & Woodwork

Supporting the maintenance of the building, ranging from painting walls, woodworking, to mending broken things, depending on skills and interest.

Meditation

Leading the Centre's free, twice daily silent meditation sessions - for experienced meditation leaders

Receptionist

Administration, tour guide, stock take, communications, event planning.

Welcomer

Being a friendly face at reception to welcome new and existing users of the centre.

Promotion

Distributing and designing flyers and posters.

Library

Receiving and organising book donations and maintaining the Centre's library as an inspiring resource for the community.

Photographers & Filmmakers



If you have any other ideas or ways you would like to volunteer, please let us know - we would love to hear what you could contribute!

Curators and Researchers: examining and researching our historical achievements and compiling and assisting in creating installations.

Trustees: Acting Board, governing the Salisbury Centre

Time commitment

An approximate time commitment for each role will be outlined in the volunteer role description. However, we want to make sure that volunteering with the Salisbury Centre fits in with your other responsibilities and commitments. You and the contact person for your volunteer team can agree on a commitment that works for you, in terms of both how often and how regularly you can volunteer. Please let your contact person know if your availability changes.

Communication

Who to contact

Each volunteer team has a contact person:

Community Seasonal Celebrations, Community Meals

- Community Development team: Susannah Phillipson at susannah@salisburycentre.org
- Community Events Coordinator: Francesco Benvenuti at francesco@salisburycentre.org

Community Groups and Events

- Community Development team: Susannah Phillipson at susannah@salisburycentre.org
- Community Events Coordinator: Francesco Benvenuti at francesco@salisburycentre.org

Seed Library

- Breanna Nyznik at seeds@salisburycentre.org

Meditation

Research and Curating



Receptionist/Welcomer:

- Volunteer and Outreach Worker: Chloe Lyth at volunteer@salisburycentre.org

Garden

DIY and Woodwork

- Gardener: Alan Mitchell at alan@salisburycentre.org

Library

- Volunteer and Outreach Worker: Chloe Lyth at volunteer@salisburycentre.org

All other volunteer roles

- Volunteer and Outreach Worker: Chloe Lyth at volunteer@salisburycentre.org

With general questions about volunteering at the Centre, please contact the Volunteer and Outreach Worker at chloe@salisburycentre.org.

In case of an emergency

Please refer to the [health and safety](#) for the emergency procedure.

Public communication channels

Each volunteer team will decide on their preferred channels for communication between each other and the contact person.

The Salisbury Centre has a [website](#) with an events calendar and a [Facebook page](#). We also have a [Facebook group](#) for all volunteers and other community members, which offers an online space to share information, events and resources, make connections, and ask and offer support.

We are now also on [Instagram](#)! To keep up to date with what is happening at the Centre, give @thesalisburycentre a follow. We invite you tag us in your posts or use the hashtag #salisburycentre.

Newsletter

The Salisbury Centre sends out a weekly newsletter with updates and events. If you don't already receive it, you can [subscribe on our website](#).



Policies

Use of the Centre & Health & safety

We expect all Centre users, volunteers, staff, residents, room hirers to respect and follow the Centre's [Vision, Mission](#) and policies. The Centre has a comprehensive set of '[Terms and Conditions](#)' and "[Health and Safety](#)" information that includes everything you need to know about the use of the space, including policies such as incident reporting and fire safety. We require all volunteers to be aware of these, both to inform your volunteering activities and to be able to act as points of contact for the Centre and make other visitors aware of the rules, policies and expectations. When a health and safety issue arises when you're volunteering at the Centre, we ask you to report this immediately to any staff onsite.

Ecological sustainability

We are committed to working towards ecological sustainability, in the belief that personal development goes hand in hand with awareness of the needs of the planet. Our [Environmental Policy](#) sets out our commitment in detail.

Equity & Diversity

The Centre's [Equity & Diversity Policy](#) underlines how we are committed to operating in a friendly and non-discriminatory manner, making sure that all of our staff, residents, trustees, partners, volunteers, room hirers, users, donors and supporters are treated with respect, and share a sense of inclusion. We are fully committed to creating opportunities for access and participation for members of diverse communities.

Accessibility

While we regret that the Centre is not currently fully physically accessible, we are working to improve accessibility to the premises, and we welcome volunteers who have access needs. In terms of physical access, most activities take place on the ground floor or outside in the garden (with one step down to get outside), although sometimes workshops or meals happen in the upstairs Studio space. We have an accessible toilet, and all our toilets are All Gender. We are in the process of ordering ramps to the garden and widening the kitchen door.

If you have any questions about accessibility, please let us know of anything we can do to support you to volunteer in the Salisbury Centre.



Data protection

The Salisbury Centre will comply with all statutory requirements of Data Protection law including those of the General Data Protection Regulations (GDPR). We collect data from you so that we can contact you about volunteering matters, and Centre activities to which you are specifically invited. You can request a copy of the information that we have on you. All personal information provided is stored electronically in our secure system with access provided only to necessary staff.

As a volunteer, if you have access to personal information (e.g. from sign-up sheets at events), this data must not be shared with anyone else without that person's permission.

Communication guidelines

We ask that you do not make comments about the Salisbury Centre to any third-party publishers as a 'spokesperson'. If you are approached for comment by someone not involved in the Centre, you should refer them to Centre management. In any personal communications (including blogs and social media), we ask you not to make any disparaging comments about the Centre or people associated with the Centre. Please raise any concerns directly with your contact person and/or the Centre Manager (more information above on our complaints procedure).

During certain events when photos may be taken by a Centre representative, we will let everyone know so they may opt out. We will not publish any photos of you in public or private communications without your consent and ask that you respect this principle for others you encounter while at the Centre.

Liability

The Salisbury Centre facilities are covered by appropriate Public Liability Insurance. Through our Health & Safety systems and policies we work hard to ensure that the Centre is a safe place for everyone. The Centre is not responsible for any accidents that may happen to volunteers when they fail to act in accordance with our Terms & Conditions. Please ask for support if you don't understand any of our Terms & Conditions, or if you feel there are some risks that should be addressed.