

VOLUNTEER STRATEGY

2025-28

“
CentreStage



**A JOYFUL
COMMUNITY OF
ARTS, MUSIC AND
WELLBEING**

”

JULY 2025

HOPE | INCLUSION | ASPIRATION | JOY



TABLE OF CONTENTS

INTRODUCTION

1.0 MISSION AND VALUES

2.0 VOLUNTEER STRATEGIC ASPIRATION

3.0 A QUALITY VOLUNTEER EXPERIENCE – HEART, MIND & WILL

4.0 VOLUNTEER AIMS

5.0 VOLUNTEER STRUCTURE ROLES AND RESPONSIBILITIES

6.0 LIST OF VOLUNTEERING ROLES

7.0 RECRUITMENT PROCESS

8.0 COMMUNICATION

9.0 PERSONAL DEVELOPMENT AND SUPPORT

10.0 APPRECIATION AND RECOGNITION

11.0 IMPACT REPORTING

12.0 GOVERNANCE

13.0 CONCLUSION

INTRODUCTION



Welcome to our CentreStage Volunteer Strategy, outlining our vision and objectives for volunteering over the next three years. Developed with contributions from our volunteers, team members, and approved by our Board of Trustees, this strategy details how we will engage with volunteers in a way that reflects our commitment to diversity, inclusion, and community growth.

We are deeply grateful for the time, passion, and enthusiasm of our volunteers who make a daily impact on the lives of our guests and participants. This strategy is shaped in part by a volunteer-led Appreciative Inquiry that helped define our path forward.

At CentreStage, we bring people together through fun, hope, joy, and support—with music and the arts at our core, with our accessible and inclusive venue being a hub for over 3,000 guests weekly.

Within our expansive campus there is something for everyone including wrap around support services provided from a range of organisations providing a variety of services such as employment, finance, care advice, social security, housing & tenancy, language and activity tuition, childcare, and more!

We look forward to welcoming you to the CentreStage community.



Removing barriers & supporting people



Creating joyful connections through food, music & the arts



Nurturing talent, developing strengths, shaping the journey & unlocking potential



A fully accessible campus & welcoming environment that supports everyone

1.0: CENTRESTAGE MISSION AND VALUES

1.1 CentreStage Mission

To create a community where everyone can experience the joy of music, arts, and wellbeing, and seamlessly access all they need to flourish in life.

1.2 Our Values

Hope : Removing barriers and supporting people toward a hope-filled future.

Inclusion : A fully accessible campus and welcoming culture that supports everyone.

Aspiration : Nurturing talent, developing strengths, shaping journeys and unlocking potential.

Joy : Creating joyful connections through food, music, and the arts.

2.0 : VOLUNTEER STRATEGIC ASPIRATION

We have a committed family of volunteers, and over the next three years we aspire to:

- Enrich their experience
- Expand our volunteer base
- Foster health and wellbeing
- Provide purposeful, rewarding, and flexible opportunities



We will develop a structured programme for volunteering and work-readiness, ensuring every volunteer has the opportunity to grow and thrive.

3.0: A QUALITY VOLUNTEER EXPERIENCE HEART, MIND & WILL

This model, shaped by our current volunteers, defines a high quality experience.

HEART: MAXIMISING RELATIONSHIPS

1. Enjoying the friendships of others.
2. Feeling inspired and satisfied by one's contributions.
3. Finding purpose and joy in being active and helping others.

MIND: WORKING AS A TEAM

1. Supporting people in reaching their potential.
2. Having direction & purpose in life.
3. Sharing knowledge & experiences.
4. Connecting and working together.

WILL: PERSONAL CONTRIBUTION

1. Being inclusive.
2. Being flexible and adaptable in giving of time.
3. The ability to draw people into a 'wider family.'
4. Helping to shape and influence others.



4.0: VOLUNTEER AIMS

Over the next three years our volunteer aims are:

4.1 VOLUNTEERS WILL FEEL WELCOMED AT CENTRESTAGE AND ENJOY POSITIVE EXPERIENCES

This will be measured by:

- An annual volunteer impact and satisfaction survey
- A number of volunteer stories and testimonials throughout the year
- An annual recognition ceremony
- The establishing of the CentreStage Volunteer Forum

4.2 VOLUNTEERS WILL RECEIVE SPECIFIC LEARNING AND DEVELOPMENT OPPORTUNITIES WITHIN THEIR ROLE.

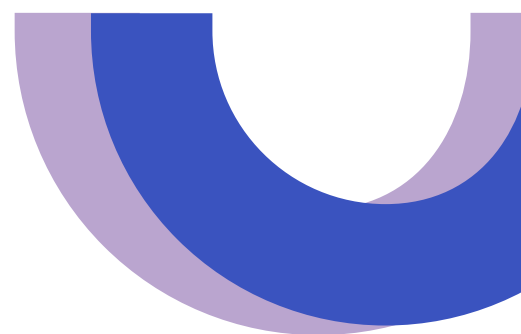
This will be measured by:

- Regular briefing and de-briefing with Team Leaders
- Feedback at the CentreStage Volunteer Forum
- A range of development programmes available
- Annual volunteer personal reviews

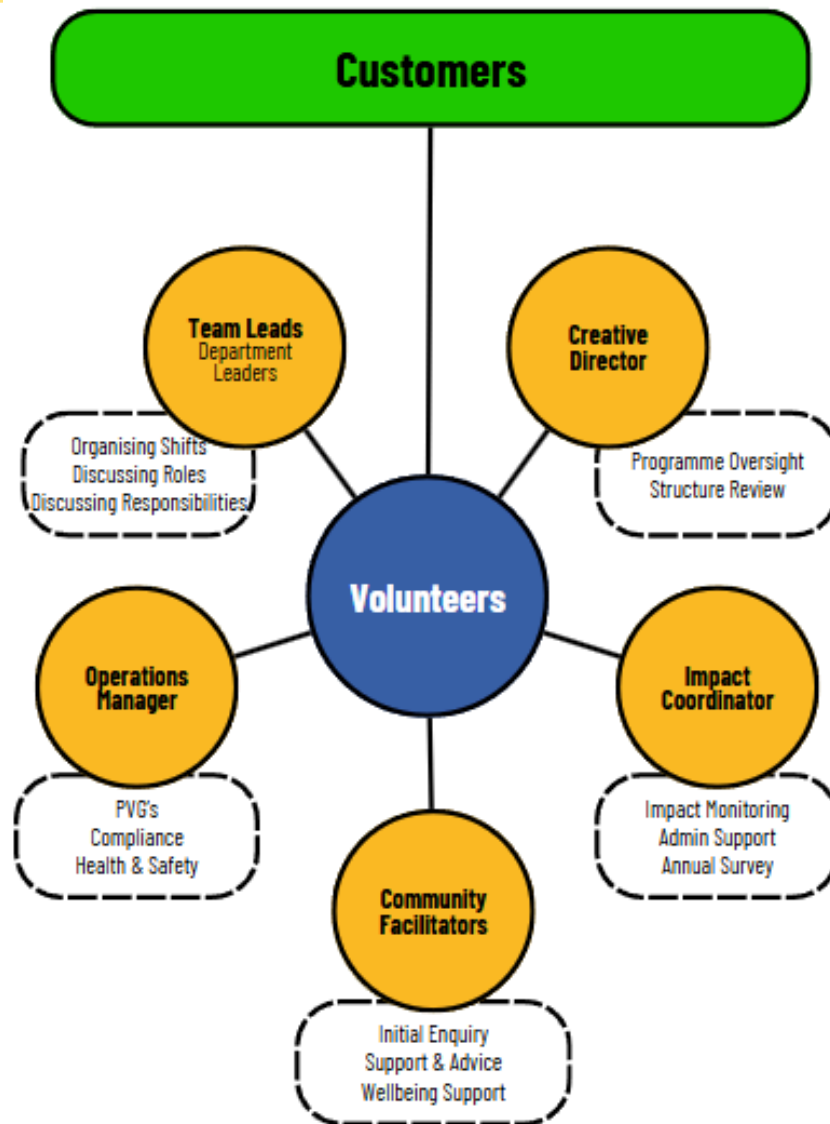
4.3 CENTRESTAGE VALUES THE CONTRIBUTION OF VOLUNTEERS

This will be measured by:

- Our customer feedback continuous learning programme.
- Employee feedback.
- Team Leaders aligned to supporting volunteers and providing feedback.
- Recognising the work of volunteers through output channels i.e., social media.



5.0: VOLUNTEER STRUCTURE ROLES AND RESPONSIBILITIES



AIM

CentreStage aims to have a reciprocal and mutually beneficial relationship with our volunteers

5.1 PRINCIPLES OF GOOD PRACTICE

5. The involvement of volunteers will be guided by the following principles of good practice:

- 5.1 Any volunteer activity is freely made by the individual.
- 5.2 The tasks to be performed by volunteers will be clearly defined, so that everyone is clear about their respective roles and responsibilities.
- 5.3 We will ensure volunteers perform their duties within a safe and healthy environment.
- 5.4 Volunteering opportunities will complement rather than replace the work of paid staff.
- 5.5 Volunteer roles will be designed to provide a meaningful purposeful and enjoyable experience, with opportunities to grow and develop.
- 5.6 Volunteers will be widely appreciated and acknowledged for their contribution

CentreStage offers a range of volunteering opportunities for people of all ages and abilities, and we will ensure that the talents and strengths of volunteers are matched to the appropriate volunteering experience. The list of volunteering experiences is not exhaustive, but the following are our specific areas of need.

Volunteer
Scotland



We will seek accreditation with Volunteer Scotland to achieve a Volunteer Friendly Award.

6.0 : LIST OF VOLUNTEERING ROLES



General Maintenance and Groundskeeping



Front of House and Welcome



Hospitality



Creative Activities



Technical and Production Support

7.0 RECRUITMENT process

We use a strengths-based approach to recruitment, committed to diversity, inclusion and accessibility.



CentreStage over the next three years is committed to continuing the deliver a diverse range of experiences that contribute to the values of the organisation.

To attract individuals with varied life experiences and encourage those who have not volunteered before, we will continue to offer a range of opportunities that require little or no previous experience as well as specialised knowledge, skills, and expertise.

We will seek volunteers from our existing customer community and regularly update our website and social media platforms to ensure they are accessible and welcoming to potential volunteers.



At CentreStage we value the importance of intentional, open, and respectful communication where everyone's voice is heard to build strong relationships.

We will continue to engage with volunteers through our established communication channels.

We will encourage all volunteers to participate in our annual engagement and satisfaction survey.

We will establish the CentreStage Volunteers Forum which will be a representation of employees and volunteers.

We will strengthen our relationships with Volunteer Scotland and other similar local and national organisations.

8.0
COMMUNICATION

9.0 : PERSONAL DEVELOPMENT **AND SUPPORT**

**AT CENTRESTAGE WE PRIDE OURSELVES
ON BEING A LEARNING ORGANISATION
AND FIRMLY ADHERE TO THE PRINCIPLES
OF CONTINUOUS IMPROVEMENT.**



In addition to the roles and responsibilities introduced at induction, we will provide each volunteer with a handbook identifying the various support mechanisms available, including specific training and development for volunteering specific roles.

We will provide a menu of resources of support available within our CentreStage Neighbourhood. When developing new opportunities, the CentreStage team will provide support and guidance for volunteers to try something new.

Where volunteers show a desire and interest in progressing into paid employment, the relevant organisation will support application writing and providing references.

To maintain the approach of personal development the volunteers will receive regular check-ins and an annual review.



VOLUNTEER/

10.0: APPRECIATION AND RECOGNITION

We will celebrate the significant contribution of volunteers, through:

- Celebrating national volunteer week.
- A series of CentreStage benefits, including discounts and recognising contributions and acts of support.



11.0: IMPACT REPORTING

We will monitor our progress of our volunteer strategy through our strategic delivery planning programme.

The impact of the work of volunteering will be recognised with volunteers and shared at Board meetings and within the annual report.



VOLUNTEER/

Volunteers will be briefed on policies (Health & Safety, Safeguarding, Diversity & Inclusion and General Data Protection Regulation (GDPR)).

A clear induction and orientation will be in place for each volunteer.



13.0 CONCLUSION

We appreciate how important our volunteers are to CentreStage and how integral they are to our mission to create a community where everyone can experience the joy of music, arts and wellbeing and seamlessly access all they need to flourish in life.

We will create a strategy delivery plan for year 1, 2 and 3 and report progress to the CentreStage Board and CentreStage Volunteer Forum.

THANK YOU



CONTACT



01563 551505



15 Elmbank Drive,
Kilmarnock,
KA1 3AE



info@centrestagemt.org.uk



www.centrestagemt.org.uk

CENTRESTAGE COMMUNITIES LTD IS A COMPANY LIMITED BY GUARANTEE AND A SCOTTISH REGISTERED CHARITY. SCOTTISH COMPANY NO: SC382945 | SCOTTISH CHARITY NO: SC039611