Villiers Park
Empowering young people to succeed

Volunteer Code of Conduct

1. Introduction

Thank you for volunteering your time with Villiers Park. We are a social mobility charity committed to empowering young people to achieve their potential. We develop young people's personal, academic and employability skills and target our work in areas of socio-economic disadvantage. Our vision is a future in which background doesn't define opportunity, so that every young person can realise their potential.

Our volunteers provide highly valued support and give their time and expertise across a range of work, from directly contributing to our programmes to supporting our governance and operations.

All volunteers must ensure that they read and comply with this Code of Conduct. This epitomises Villiers Park's values of ambition, curiosity, consideration and equity, and our commitment to safeguarding and equity, diversity and inclusion. This Code of Conduct is written to support you by making your responsibilities as a volunteer clear. By following it you can check that you're doing the right thing and behaving in line with our expectations.

2. Our values



We are ambitious
We are strategic in our ambition, and ambitious in our strategy. We are bold in our vision for long-term change, while remaining focused and driven in our day-to-day delivery. We support young people to be ambitious for themselves. And we are ambitious for the communities we work in, striving for meaningful, lasting change.



We are curious
We are driven by curiosity — asking questions, challenging assumptions, and exploring new possibilities for change. Our programmes are informed by data and evidence, and we continuously seek to learn and improve. We nurture curiosity in our staff and volunteers through learning and development, and we inspire young people to explore their futures with confidence and an open mind.



We are considerate
We approach our relationships with beneficiaries, partners, colleagues and supporters with empathy, respect and care. We are active listeners and intentional in our communications, fostering trust and collaboration. We use resources thoughtfully, make sustainable choices, prioritise wellbeing, and make decisions with a clear view of their long-term impact.



We are committed to equity
We are committed to ensuring fair access to resources and opportunities for every young person, regardless of their background or circumstances. We champion inclusion, collaborate across communities and make space for every voice to be heard. We will actively promote equity and inclusivity in all that we do, working towards a more just and balanced society.

3. Volunteer expectations

Volunteers should maintain the highest standards of behaviour in the performance of their duties, to fulfil their role as outlined in their role description and perform the role to the best of their ability in a safe and competent way.

All Villiers Park volunteers are required to:

a) Role and policy

- Have read, understood and agree with the Villiers Park Volunteer Code of Conduct;
- Have read, understood and agree with the description and expectations of their volunteer role;
- Act in accordance with Villiers Park's policies for safeguarding, data protection, health and safety, and equity diversity and inclusion, and any other policies relevant to the role you are volunteering for;
- Follow all reasonable requests by staff and volunteers who support and manage volunteer role activities;
- Participate in any necessary training or briefings, and familiarise yourself with all documentation relating to the role. These are designed to make sure that your experience as a volunteer is an enjoyable and fulfilling one and makes the biggest impact for our beneficiaries.

b) Safety, safeguarding and the environment

- Carry out volunteering activities with due care and diligence for themselves and others;
- Immediately report any injuries, incidents, near misses, accidents and all safeguarding concerns which occur whilst volunteering by reporting these to your key point of contact or, if applicable, to the relevant Designated Safeguarding Lead;
- Remain vigilant during all activities. If you have any concerns about the behaviour or actions of another staff member or volunteer, report this immediately to your key point of contact;
- Refrain from taking any photographs or video footage of young people involved in the activities you are supporting.
- Respect the confidentiality of all confidential information you become aware of during your volunteering, including information relating to beneficiaries, other volunteers, staff or members of the public, and do not disclose this information to third parties. This includes not sharing confidential information or photographs on personal social media;
- Meet time and task commitments or let us know if you won't be available so that alternative arrangements can be made in good time;
- If travel is required, select sustainable travel options wherever possible.

c) Conduct and behaviour

- Uphold Villiers Park's organisational values and be a role model to others, acting responsibly, honestly and with integrity;
- Act within the law at all times;
- Uphold the behaviour expected and follow any specific instructions given for spaces (in-person or virtual) in which you are volunteering, which could include a school, college, university or public space;
- Not permit or condone abusive peer activities between participants or other staff or students (e.g. ridiculing, bullying) and act professionally with other staff at all times;
- Communicate with others in a respectful manner, verbally and in writing/online;
- Ask for guidance and support when you're not sure of something or need more information;
- Behave in ways that demonstrate and uphold good practice in relation to equity, diversity and inclusion. Sexist, racist or homophobic language or behaviour will not be tolerated, nor will other anti-social language or behaviour;
- Speak up and raise any concerns, issues or feedback to your main point of contact or other channels as outlined in Villiers Park's complaints and whistleblowing policies.

d) Working with young people*

*For the purposes of this code of conduct, and our safeguarding policy, our definition of young people is up to the age of 19 years old.

- Recognise that the role of a Villiers Park volunteer places you in a position of trust with students and colleagues in our volunteer and staff network, and uphold that trust at all times. Volunteers can be friendly but need to maintain boundaries and cannot be friends with participants;
- Will not knowingly place yourself in a situation where you as a volunteer are left alone with a young person;
- Will not share personal information, including work email or phone number, with a young person nor request to or respond to any personal information from a young person;
- Will not arrange to contact, communicate with or meet with students outside the activities of Villiers Park. This includes connecting with young people on LinkedIn or other social media platforms while they are while they are on a Villiers Park programme and in compliance with school or college guidance thereafter;
- Maintain professional distance from participants. There should be no physical contact with young people and will know that even well intentioned physical contact may be misconstrued;

- Do not make suggestive remarks or gestures, or culturally insensitive comments, nor show favouritism to any individuals. Be aware of cultural or religious views about touching and always be sensitive to issues of gender;

- Do not take young people in a car with you;

- If a participant is overly familiar in a way that raises a concern, volunteers are expected to raise this with their key point of contact as soon as possible.

e) Volunteers are expected NOT to:

- Bring the charity into disrepute (including through the use of email, social media and other internet sites, engaging with media etc.);

- Give or receive any gift from a young person, which could in any way be considered an inducement to enter into a relationship or give rise to any allegations of improper conduct;

- Engage in any activity that may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying, or discrimination or harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community);

- Be influenced by alcohol, drugs, or medication which will affect your abilities to carry out duties and responsibilities while volunteering;

- Provide a false or misleading statement, declaration, document, record or claim in respect of Villiers Park, its volunteers, employees or charity trustees;

- Engage in any activity that may damage property;

- Take unauthorised possession of property that does not belong to you;

- Engage in illegal activity while carrying out your role;

- Improperly disclose, during or after their involvement after Villiers Park ends, confidential information gained in the course of their volunteer role.

4. Our commitment to you

We follow safer recruitment practices across our volunteer recruitment and onboarding processes and will:

a. Ensure that all of our volunteers receive the appropriate induction, training and guidance necessary to fulfil their role;

b. Depending on the role and when necessary, carry out pre-volunteering checks, including DBS, qualification and reference checks;

c. Provide supervision for everyone coming into contact with children and young people on our programmes, so that volunteers are never left alone and understand Villiers Park's policies on safeguarding and health and safety ;

d. Only use volunteer data for the purposes of volunteering, and anonymised for reporting purposes to the Board of Trustees, staff and stakeholders, unless consent is provided otherwise;

e. Ensure that volunteers have a clearly assigned key point of contact in our organisation, so that you know who to turn to with any questions or for clarification. You can also contact HR@villierspark.org.uk with any queries;

f. Ask for and review feedback as part of our commitment to monitoring, evaluation and effective practice.

Useful references:

About Villiers Park

Safeguarding policy

Keeping Children Safe in Education

Privacy Policy