



Shrewsbury Musical Theatre Company (SMTC) Volunteer Policy

1. Introduction

Shrewsbury Musical Theatre Company (SMTC) is a community-focused organisation dedicated to providing opportunities for local talent and engaging audiences in high-quality musical theatre performances. As a volunteer-driven organisation, we rely on the enthusiasm, skills, and dedication of volunteers to fulfil our mission.

This policy outlines the principles, expectations, and guidelines for all individuals involved in volunteer roles within SMTC.

Mission Statement

At Shrewsbury Musical Theatre Company, we are dedicated to creating an inclusive and vibrant community where the transformative power of musical theatre enriches lives and brings people together. Through high-quality performances, creative collaboration, and a commitment to fostering talent, we aim to provide a welcoming space for individuals of all backgrounds and abilities to discover their voice, build confidence, and experience the joy of performance.

Our mission is to engage and inspire our audiences, participants, performers and volunteers, promoting personal growth, teamwork, and artistic excellence. We believe in the profound impact of the arts on mental and emotional well-being, and we strive to create opportunities that support the development of our cast, crew, and supporters—empowering them to thrive as individuals whilst contributing to the cultural vibrancy of our community.

By nurturing creativity, celebrating diversity, and fostering a spirit of inclusivity, we aim to build a lasting legacy of artistic achievement, connection, and joy that extends beyond the stage to enrich the lives of all who participate.

2. Purpose of Volunteering

Volunteers at SMTC play a vital role in ensuring the smooth operation and success of our productions and events. Volunteers contribute their time and skills in areas including, but not limited to marketing, backstage support, front-of-house roles, fundraising, technical assistance and administrative roles.

3. Equal Opportunities

SMTC is committed to promoting equality and diversity within the company. We believe that volunteering with us should be an inclusive experience for all, regardless of age, race, gender, disability, sexual orientation, or religious belief. We strive to create an environment where everyone feels welcome, valued, and respected.

4. Volunteer Recruitment

- **Open to All:** Volunteers are welcome to apply for any available role within SMTC, provided they meet the relevant requirements. SMTC encourages individuals of all backgrounds and experiences to get involved.
- **Application Process:** Prospective volunteers are required to complete a brief registration form outlining their areas of interest and availability. Depending on the role, a brief and informal interview or induction session may be required.

5. Volunteer Rights and Responsibilities

As a volunteer with SMTC, you have the following rights and responsibilities:

Volunteer Rights:

- To be treated with respect and dignity by all members of SMTC.
- To receive clear guidance and support in your role.
- To be provided with appropriate training and resources to fulfil your tasks.
- To work in a safe and supportive environment.
- To be acknowledged for your contributions to the company.

Volunteer Responsibilities:

- To carry out your volunteer role to the best of your ability.
- To adhere to SMTC's policies and procedures, including health and safety guidelines.
- To work collaboratively with other volunteers, staff, and company members.
- To maintain confidentiality when dealing with sensitive information.
- To communicate any issues or concerns to the relevant SMTC contact.

Volunteers will

- Be approachable, treating others with an open mind, respect and valuing diversity
- Be inspiring, seeking to enthuse others
- Be passionate with regard to the organisation's aims and seeking to deliver excellence
- Be positive, focusing on the potential of the future rather than on the past

6. Volunteer Roles and Expectations

SMTC offers a variety of volunteer roles. These may include, but are not limited to:

- **Production Volunteers:** Assist with set sourcing, design and build, prop sourcing, costume sourcing/making, lighting operation, sound operation, chaperones, stage hands, theatre technicians and stage management.
- **Creative Volunteers:** Show directors, musical directors, choreographers, class/workshop leaders and assistants, vocal coaches.
- **Front-of-House Volunteers:** Manage ticket sales, checking in audience members, ushering, selling programmes, or serving refreshments during performances.
- **Fundraising/Social Volunteers:** Help organise fundraising and social events, grant applications, or to support fundraising campaigns.
- **Administrative Volunteers:** Provide support with finance, office tasks, social media/PR/marketing and communications, programme design, inclusion manager and membership secretary.

Each role will have specific expectations outlined by the team of Company Directors. Volunteers should ensure they understand these expectations before accepting the role and be willing to provide the appropriate level of support in a timely manner.

7. Volunteer Commitment

We ask volunteers to commit to a reasonable amount of time based on the role they accept. The duration of commitment will vary depending on the role, production or event and should be discussed at the time following on from registration.

SMTC understands that personal commitments may affect availability. Volunteers should communicate any changes in availability as soon as possible to the Volunteer Manager or a Company Director.

8. Training and Support

SMTC is committed to ensuring that all volunteers are well-equipped to fulfil their roles. Depending on the volunteer position, training and induction sessions may be required. This may include training in health and safety, specific technical skills, or orientation to SMTC's policies.

Ongoing support will be provided throughout the volunteering period by either the Volunteer Manager or Company Directors.

9. Health and Safety

SMTC takes the health and safety of its volunteers seriously. We will ensure that appropriate risk assessments are carried out for each activity or task. Volunteers are expected to follow all safety instructions and protocols.

Volunteers are encouraged to report any hazards, incidents, or concerns to their team leader or to the Company Directors.

10. Insurance

SMTC holds public liability insurance to cover volunteers engaged in activities directly related to the organisation's events. Volunteers should check with the company for specific coverage related to their individual tasks, especially if using personal equipment or working off-site.

11. Expenses

Volunteers should not, in the normal course of events, be out-of-pocket. The company will reimburse necessary expenditure where this has been previously agreed or by discussion with the named contact(s). It is not society policy to reimburse expenses retrospectively if a purchase has been made without prior approval.

Travel to the place of work is not normally considered a refundable expense.

12. Confidentiality and Data Protection

Volunteers may have access to confidential information regarding SMTC operations, members, or participants. Volunteers are expected to maintain confidentiality and not disclose sensitive information to unauthorised individuals.

SMTC adheres to data protection regulations and ensures that volunteer information is stored securely and used only for the purposes of managing volunteer involvement with the company, via SMTC's volunteer register.

13. Recognition and Acknowledgment

SMTC values and appreciates the time, effort, and skills that volunteers contribute. Volunteers will be recognised and thanked for their involvement in a variety of ways, including:

- Acknowledgment in production programmes and on social media platforms.
- Invitations to volunteer appreciation events or social gatherings.
- Opportunities to provide feedback on their volunteer experience.

14. Safeguarding

SMTC is committed to safeguarding the welfare of all individuals, especially children and vulnerable adults, involved in our activities. All volunteers working directly with minors or vulnerable groups must undergo a DBS check and may be required to complete relevant training.

15. Leaving

Volunteers may leave at any time by notifying their named contact(s). They will have a chance to explain why they are leaving, which will not be compulsory.

SMTC will be more than happy to provide references for the volunteer on request.

15. Conclusion

Volunteering with Shrewsbury Musical Theatre Company is an enriching and rewarding experience. Through the dedication of our volunteers, we are able to produce high-quality performances, foster community engagement, and provide opportunities for personal growth and development.

We look forward to working with you and thank you for your commitment to supporting SMTC's mission and activities.

SMTC Volunteer Manager

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Company Directors

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