

Volunteer Support

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Volunteer policies and guide

All new volunteers should receive our volunteer guide with information on:

- What you can expect from us
- What we ask from our volunteers
- Our commitment to EDI
- Insurance and expense payments
- Induction and training
- What to do if you need to take a break
- Key contacts and office support

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Institute of Physics and
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**Volunteers'
Guide**



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The Investing in Volunteers standard

- Framework to assess the quality of volunteer involvement,
- Awarded in March this year
- Aim: Improve the effectiveness of our work with volunteers and provide a better volunteer experience.
- Involved extensive internal and external assessment, volunteer interviews and action plan



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The Investing in Volunteers standard – resulting impact

- Programme of updating all role descriptions to make them more realistic, more accessible
- Every IPEM committee now has a National Office staff member who is responsible and would be the first point of contact for any questions
- New CRM system for better committee support
- Regular feedback mechanisms through forums and volunteer survey

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Volunteer Survey 2023 – results do you changes

- More than 80% said that the role was as they expected (better than the 74% in 2022)
- 63% received a welcome information / induction. Only 13% didn't receive anything (better than the 20% in 2022)
- 84% felt that they got enough support from the office (improved from 74% in 2022)
- Almost 90% found application process *Very Easy* or *Easy*

Volunteer Survey – Satisfaction with volunteering

- 90 % said their volunteering work had a *Lot* or *Some Impact*.
- Only 2% said they would definitely not volunteer again and were very dissatisfied.
- But 80% said they were *satisfied* or *very satisfied* with the experience and very likely to volunteer again.
- 85% felt *Very* or *Somewhat Appreciated* by IPEM

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National office team to support you.

Eva McClean	eva@ipem.ac.uk - EDI and SIGs
Jenny McGuire	jenny@ipem.ac.uk - Booking venues & online meetings. Volunteer recruitment, external representatives.
Catherine Toon	conferences@ipem.ac.uk – Conferences/webinars
Sean Edmunds	sean@ipem.ac.uk – Consultations, News, social media,
Jennifer Cannon	jennifer@ipem.ac.uk – T&F groups, publications.
Paul James	membership@ipem.ac.uk – Membership questions.
Nicola Parkinson	finance@ipem.ac.uk - Expenses, budgets, expenditure.
Phil Morgan	phil@ipem.ac.uk - Compliments and complaints

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Thank you