Reviewed September 2026

Team Policy

BiG KIDS has a passion for local kids to come to a life - changing 'Belief in God'. We are passionate about supporting children and young people as they begin their individual journeys of faith; a 'Belief in Growth'. Our aim is to help children and young people to 'Join the Dots', engage with God in their **SCHOOL**, become part of their local **CHURCH**, serve Him in their homes and **COMMUNITY** and **WALK** with Him in study and prayer.

Purpose
This policy provides guidance to volunteers and staff and sets out our aims and approach to the involvement of the BiG KIDS Team within our projects. The policy exists to ensure that our volunteers have work that is safe, significant and fulfilling. This is not intended to create a legally binding contractual agreement.

Definition of volunteering
Volunteering is defined as: work for a not-for-profit organisation. A volunteer is someone who, through personal choice, commits time, energy, expertise, and skill for the benefit of others. Except for payment of out-of-pocket expenses there is no expectation of financial gain.

Scope
This policy applies to all volunteers, staff, and those on work placements. All paid staff should ensure compliance with this policy.

Responsibility

Volunteer Recruitment – Sam Durant, Ste Corner & Debbie Smith
Induction and Training – Sam Durant, Ste Corner & Debbie Smith
Health & Safety – Sam Durant, Ste Corner & Debbie Smith
Fundraising - Whole team

Team Agreement
BiG KIDS recognises the importance and value of our staff and volunteers. We hope you enjoy your time with us and feel part of the team.

This agreement tells you what you can expect from us and what we would like from you:

- BiG KIDS commit to providing a full induction and any training necessary to help assist you in your role.
- To treat Team Members in line with our Equal Opportunities policy.
- To reimburse reasonable out of pocket expenses when receipts or evidence of cost is provided.
- To provide insurance cover for Team Members and volunteers
- To implement good Health & Safety practice.

As a Team Member

- I agree to be reliable to the best of my ability.
- I will advise BiG KIDS when I am unable to give time, ill or have holidays coming up in line with my contract or 2 weeks before for volunteers.
- I agree to follow all BiG KIDS policies and procedures and complete the “Declaration of policy agreement” before commencing work for BiG KIDS
- Complete relevant DBS clearance and safeguarding training before commencing work for BiG KIDS
- This agreement is in honour only for volunteers and sessional staff and is not intended to be a legally binding contract of employment, of which can be found in your contract if you are a member of staff.

Team Grievance

Dealing with grievances informally
If you have a grievance or complaint to do with your work or the people you work with you should, whenever possible, start by talking it over with your manager. You may be able to agree on a solution informally between you.

Formal grievance
If the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing to your manager. You should stick to the facts and avoid language that is insulting or abusive.

Where your grievance is against your manager, and you feel unable to approach them you should talk to another senior member of staff or a trustee of which the details can be found in the introductory information.

Grievance hearing
Your manager will invite you to a meeting, normally within five days, to discuss your grievance. You have the right to be accompanied by a colleague or friend at the meeting if you make a reasonable request. You will be given a decision in writing within 24 hours of the meeting.

Appeal
If you are unhappy with your manager's decision and you wish to appeal, you should let your manager know. You will be invited to an appeal meeting normally within five days, and your appeal will be heard by another senior member of staff or a Trustee. You have the right to be accompanied by a colleague or friend at the meeting if you make a reasonable request. You will be notified of the decision within 24 hours. The decision of the senior member of staff or Trustee will be final.

Disciplinary Procedure
The Team Disciplinary Procedure should be used to deal with situations where conduct calls BiG KIDS into disrepute or seriously impairs its efficient running. BiG KIDS would hope to resolve this informally.

The procedure applies to all Team Members. Examples of misconduct which may lead to formal disciplinary actions being taken are as follows:-

- Refusal to comply with reasonable requests from the immediate supervisor
- Prolonged absence for a role where specified duties and/or attendance is required
- Incapacity to perform the duties of the post effectively due to drunkenness or unauthorised drug-taking
- Harassment of any BiG KIDS Team Member, Visitors, beneficiary, or partners
- Breach of confidentiality
- Breach of BiG KIDS regulations, rules or conditions including those relating to Health and Safety
- Prolonged bad attitude
- Serious misrepresentation or negative representation of BiG KIDS
- Unsatisfactory performance of the duties of the role.

Informal Procedure
In the event of an issue arising, the manager should arrange to have an informal discussion with the Team Member. This should result in sufficient improvement within a given timescale, so that no further actions need to be taken. This meeting will be conducted informally, although a note of the meeting and the agreed actions will be kept.

Formal Procedures
If the informal procedure does not resolve the problem the manager will raise this with the Team Member in a formal meeting where the Team Member will be entitled to put their case. If it is felt necessary, an informal warning may be issued, with steps agreed to improve conduct.

If the issue is still not resolved, a meeting with the Team Member, Manager and Chair of the trustees will take place. This may result in a formal warning, with the understanding that following another warning the Team Member will be asked to leave.

If a Team Member is believed to have behaved in a manner that has or could have seriously affected the organisation – for example theft, bullying or violence – they will immediately be suspended while the matter is investigated by a manager and Chair of the Trustees. The Team Member will be able to put their case forward and a decision will be made within 14 days. If the complaint against the Team Member is upheld, they will be excluded from volunteering or paid employment.

Team Members have the right to be accompanied at meetings by a volunteer, member of staff or friend.

Right of Appeal
If the Team Member wishes to appeal against any disciplinary decision, they must appeal to the Chair of Trustees, in writing, within five working days of the decision being communicated to them. The Chair of the Trustees will invite the Team Member to a meeting with representatives from the management committee. The Team Member will have the right to be accompanied to the appeals meeting.

The Chair of the Trustees will not enter the representatives of the management committee meeting on this occasion and the decision will be final.

Equal Opportunities
BiG KIDS is an organisation committed to creating a culture that promotes respect and equality of opportunity. We take our responsibility towards our team seriously and will not condone, tolerate or ignore any form of discrimination or harassment on the grounds of: Gender, Race, Disability, Sexual Orientation, Religion or Age.

Recruitment of Staff and Volunteers
BiG KIDS does not aim to recruit volunteers to replace paid staff, BiG KIDS expects staff to work positively with our volunteers, providing satisfying work and relevant training to help them in their role.

Volunteers will be recruited from various sources in the community .

All applicants will be required to complete an application form, complete relevant DBS clearance and safeguarding training and read and agree to follow all BiG KIDS policies and procedures and complete the "Declaration of policy agreement" before commencing work for BiG KIDS. They will also provide details of two non-related referees.

Successful volunteers and staff will be given comprehensive training and support to help them in their role.

There will be a trial period of 3 months to give the volunteer/staff and BiG KIDS time to see if they are suited to each other. A review will take place midway and at the end of the trial period. This is to ensure that both parties are satisfied with the progress made.

Certain volunteers and staff may require a Disclosure and Barring Check (DBS) BiG KIDS would cover the cost if required. Having a criminal record does not automatically prevent you from being considered for volunteering with BiG KIDS. Any Convictions would only be taken into consideration if it was relevant to the volunteer/staff role applied for. Please refer to our DBS privacy policy and Recruitment of Ex-Offenders policy for more information.

All staff will be recruited through the job advert and interview, followed by recruitment of the most suited candidate. A DBS check will follow along with the standard team recruitment process as previously stated. Staff will undergo a probationary period of three months, along with appropriate supervisions, appraisals and will be subject to appropriate

disciplinary procedures, holiday entitlement and other extended procedures outlined in their contract.

Induction and Training
BiG KIDS will provide a comprehensive induction to prepare you for your role. This will cover relevant policies and procedures and other relevant forms.

Volunteer Agreement
If required, each volunteer will have a volunteer agreement which outlines what they should expect from BiG KIDS and what BiG KIDS expects from the volunteer.

Staff Contract
Members of staff, other than hired in or on a sessional ad hoc basis will have a contractual agreement to follow outlining various procedures and entitlements.

Supervision and Support
BiG KIDS is committed to providing volunteers and staff with good quality support and supervision. All Volunteers and staff will be provided with a named manager as their main point of contact. Volunteers/Staff will also be made aware of other people they can go to for support. In some instances new volunteers/staff may also be partnered with a more experienced Team Member 'Buddy" while they learn the requirements of the role and settle into their new team

Volunteers/staff will also be offered regular reviews, giving both the Team Member and the supervisor a chance to discuss achievements, assess their progress and to help resolve any issues at an early stage.

Staff managing volunteers and staff will be responsible for maintaining all volunteer and staff records in line with the BiG KIDS Confidentiality and Data Protection policy. Records on individual volunteer and staff activities will be kept by the volunteering managers in order to track individual progress and to maintain notes for reference purposes.