



Welcome to volunteering

cruk.org/volunteer



Together we are
beating cancer

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Welcome

Welcome to Cancer Research UK

Thank you for choosing to join our volunteer community.

At Cancer Research UK, we exist to beat cancer. Over the past 50 years, our work has helped double cancer survival in the UK and our pioneering work is continuing to save lives, here and around the world.

This progress is only possible thanks to our incredible community of volunteers. Across the UK, thousands of people are offering their time, energy and skills so we can fund life-saving cancer research that's giving more people more time with their loved ones.

There are so many ways you can get involved. Whether you love meeting new people, adventuring outdoors, telling your story or campaigning for change – there's a place for you at Cancer Research UK.

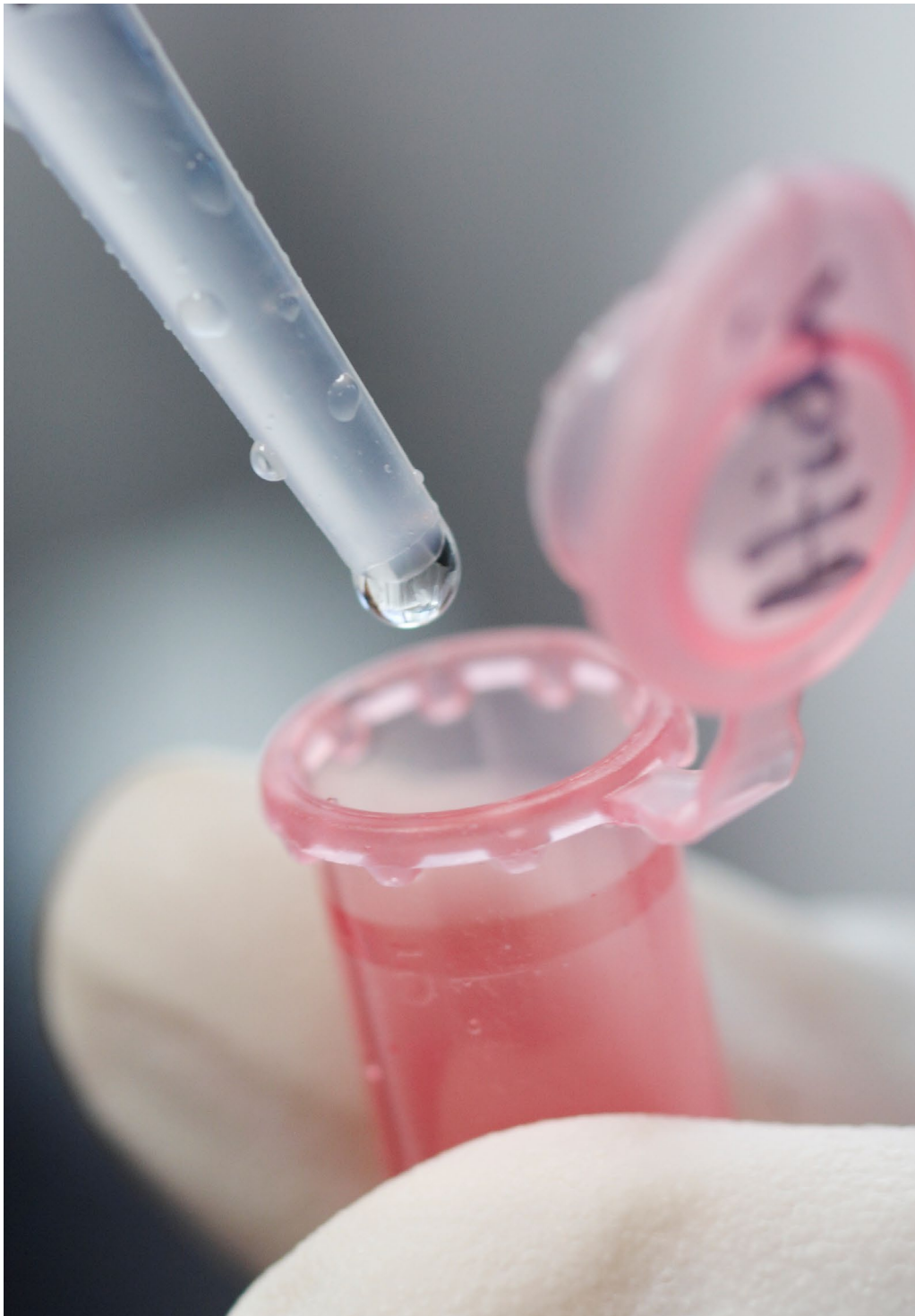
Every hour that you give helps take us a step closer to a world where everybody lives longer, better lives, free from the fear of cancer.

Thank you for choosing to be part of our team. Together we are beating cancer.



Michelle Mitchell OBE
Chief Executive of Cancer Research UK





**Today's
science.
Tomorrow's
treatments.**

We're the world's leading cancer charity, dedicated to saving and improving lives through our research, influence and information.

For more than 120 years, we've been at the forefront of cancer research, finding new ways to prevent, diagnose and treat the disease. The result is that, thanks to research, over a million deaths due to cancer have been avoided in the UK since the 1980s¹ – that's more than a million people gaining precious extra months and years with loved ones.

We've made huge progress, but we still have so much further to go.

Nearly 1 in 2 of us will get cancer in our lifetime², but all of us can support the research that will beat it. By joining our community of volunteers, you're helping us turn today's science into tomorrow's treatments.

1 cruk.org/millionlives

2 cruk.org/lifetimerisk

3 Estimated based on Cancer Research UK analysis of England data



More than 8 in 10 people who receive cancer drugs in the UK receive a drug developed by or with us³.



Over the past 50 years, our work has helped to nearly double breast cancer survival in the UK.



Our research laid the groundwork for the human papillomavirus (HPV) vaccine, which is expected to prevent almost 90% of cervical cancers in the UK.



We were a key player in the development of radiotherapy, which now benefits millions worldwide.



We helped prove the link between tobacco and cancer, preventing millions of deaths worldwide.



Your impact on our work

Volunteers are the backbone of our charity and represent us in communities right across the UK.

Your impact

Whether you're cheering on participants at Race for Life, pricing vintage handbags at your local Cancer Research UK shop or campaigning for change – together, our volunteers are driving progress for people affected by cancer.

Every bit of time you give is significant and over time, small steps add up to help us make giant strides.

Volunteering with us

Our volunteers make up a movement of people dedicated to beating cancer. As part of that movement, you'll get to meet new people, learn new skills and give back to your local community, while having plenty of fun along the way.

45% of our volunteers say their physical health and wellbeing has improved since volunteering with us, and 46% say their mental health has improved.

We're hugely proud of our volunteers and we're delighted to be accredited by Investing in Volunteers, the UK quality standard for good practice in volunteer management.

Whichever role you choose, our staff contacts are on hand to support you at every stage of your volunteer journey and make sure you have a positive experience. Visit the [Volunteer Hub](#) on our website to find further support and information on volunteering at Cancer Research UK.

Keep up with our progress

Hear all about our latest research discoveries and campaigns by visiting our website and following us on social media.



[Website](#)



[LinkedIn](#)



[Facebook](#)



[YouTube](#)



[X](#)



[TikTok](#)



[Instagram](#)



[Bluesky](#)





Ways to get involved

There are so many different ways you can volunteer with us. Here are just a few ideas to help you find a role that suits you.

Get involved



Love the retail buzz?

Volunteering in our shops is varied, exciting and rewarding. From styling windows with pre-loved fashion to making customers feel welcome, volunteers are at the heart of our shop teams and no two days are the same. It's also a great way to meet new people and learn valuable skills.



Enjoy outdoor adventures?

Thousands of supporters take part in our events every year. And it's the passion and energy of our volunteers that gets them over the finish line.

With around 400 events across the UK, including Race for Life, Pretty Muddy, Shine Night Walk, Big Hike and sports events, it's a fun and fulfilling way to get stuck in!



Get involved



Keen to raise awareness?

Our Health Awareness Volunteers chat to the public at our Cancer Awareness Roadshows, helping people reduce their cancer risk and spot signs and symptoms early.

They join us in communities right across the UK, welcoming people, encouraging them to have a free health test, pick up leaflets with helpful cancer information and speak to our Cancer Awareness nurses.

Looking to fundraise your way?

Our fundraising community includes thousands of volunteer fundraisers, over 500 fundraising groups and Relay For Life committees and hundreds of corporate partners and local organisations who fundraise for Cancer Research UK in their communities.

Together, they use their passion and creativity to raise vital funds to help beat cancer – from organising balls and bake sales, to sponsored walks and silent auctions.

Ready to share your story?

Our Story Volunteers share their personal experiences of cancer to bring our science to life in our media, marketing and communications activity. They help people understand more about cancer signs, symptoms and screening programmes and raise awareness of our research and campaigns. By highlighting the stories of a wide range of real people, they give hope and inspiration to others affected by cancer.

Want to campaign for change?

Our Campaigns Ambassadors help save and improve lives by supporting our political campaigning. They build relationships with politicians to persuade them to support better cancer policies and to advocate for change.

From collecting petition signatures to attending political events, they influence governments across the UK to take action and help improve cancer outcomes for everyone.



Get involved

“ I’ve made lots of friends through volunteering and I love the feeling of being part of a team. ”

Sue, Shop volunteer

“ The team of staff and volunteers are really supportive in the run up to the event and you’ll meet some truly amazing people. ”

Mark, Event volunteer

“ As a survivor, I’m passionate about helping people reduce their risk of cancer through lifestyle choices and changes. ”

Alexandra, Story Volunteer

“ Persuading decision-makers to help improve the lives of so many people is enormously satisfying. Volunteering has also helped me maintain and develop a range of skills since retiring. ”

Patrick, Campaigns Ambassador



Our shared commitment

Supporting you all the way

Our shared commitment



We're really grateful for the support of our brilliant volunteers and want to make sure you have a happy and rewarding experience with us.

Your induction will give you all the information and resources you need to make the most of your time with us and be safe in your role.

Please take some time to visit the **Volunteer Hub**, where you'll find up to date guidance, news and opportunities to get involved.

Your staff contact is usually the Cancer Research UK staff member responsible for the area you volunteer in and your first point of contact if you need help or support.

The next pages outline some important information we all need to follow to make sure volunteering is safe, respectful and inclusive.

To support you during your volunteering, we will:

- make sure you have equal opportunities and support, which includes making reasonable adjustments
- do our best to match your skills and experience with the right role for you, listening to your motivations and aspirations
- make sure a clear description exists for each volunteering role
- be open and transparent about any changes and initiatives that could impact your role as a volunteer
- offer appropriate training and support to encourage and develop you in your role
- make sure your staff contact has access to the tools and resources to guide and support you
- celebrate your success and recognise your contribution
- provide an inclusive and safe environment where everybody is treated with dignity and respect
- provide information about our research, policies and procedures
- reimburse agreed expenses in line with our guidance
- work to make sure our volunteering practices are in line with relevant legislation
- make necessary arrangements to ensure your health, safety and welfare as a volunteer
- listen to and act on your concerns



Learning and development

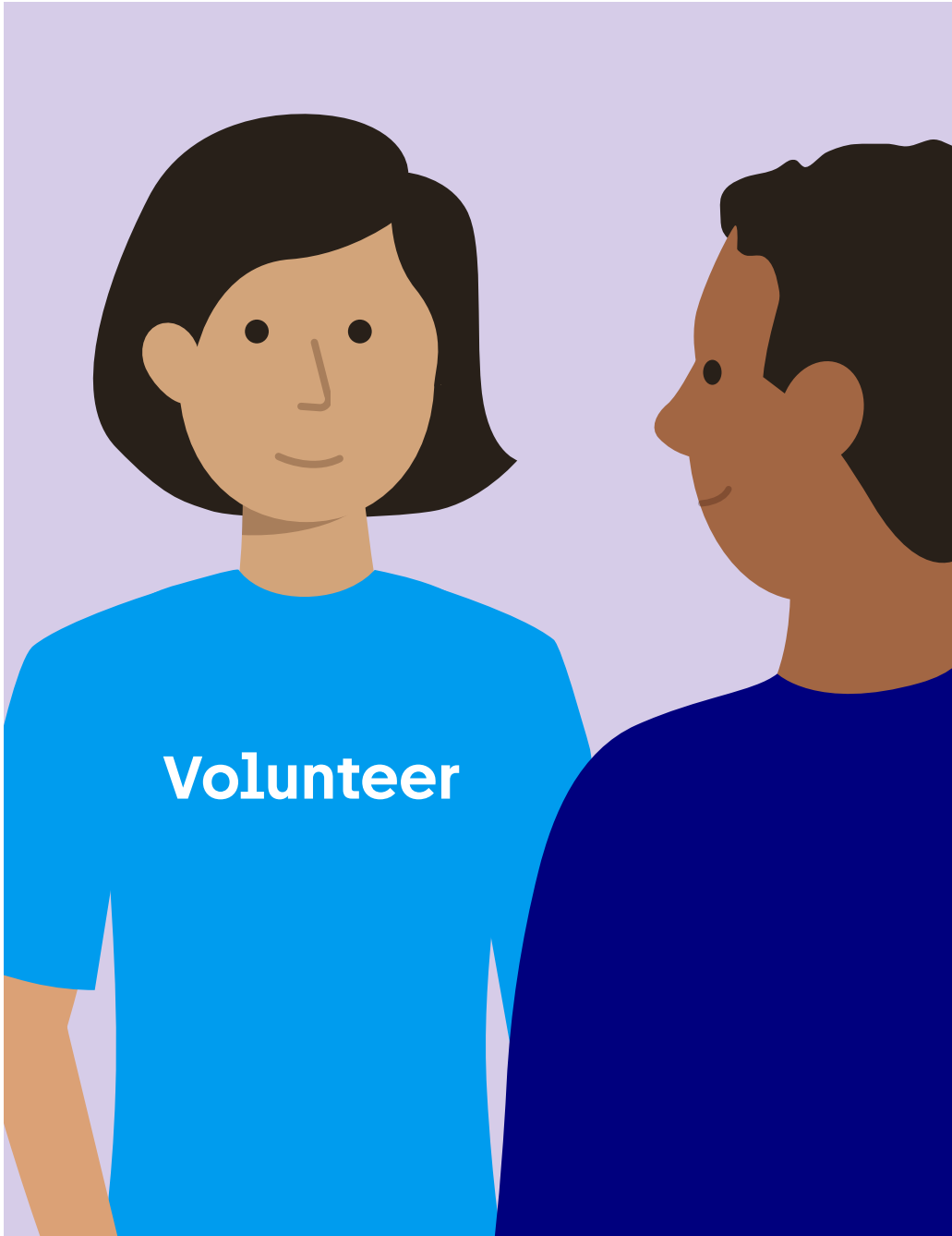
We'll give you the training and equipment you need to help you carry out your volunteering role successfully. If you'd like to take on an additional or alternative volunteering role, or to support the charity in another way, your staff contact will be happy to help. They'll support you to gain new skills and knowledge, and provide development opportunities wherever they can.

Investing in our volunteers

Since 2022, we've held the Investing in Volunteers accreditation for good practice in volunteer management. We're really proud of this nationally recognised accreditation, which is testament to the amazing relationships between our volunteers, volunteer managers and staff contacts right across our community.

investinginvolunteers.co.uk





What we ask of our volunteers

As a Cancer Research UK volunteer, you're a representative of the world's leading cancer charity.

The volunteering relationship is based on trust and doesn't involve the obligations that apply to employment. No payment, other than the reimbursement of agreed expenses, is made by Cancer Research UK to people who give their time as volunteers.

Our volunteers all bring different strengths, skills, personalities and insights to their various roles, but there are some behaviours we ask everyone to demonstrate.

These are outlined in the **Cancer Research UK Volunteer Behaviours**. Please read these carefully.

Safety, health and welfare

We work to ensure the health, safety and welfare of all our volunteers and everyone affected by our activities.

While volunteering, always:

- take reasonable care of your own safety, health and welfare and that of others who might come into contact with our work
- co-operate with staff by assisting them to meet their legal responsibilities relating to health and safety
- follow the instructions that your staff contact gives you, which are based on the Safety Health and Welfare Key Policy and associated guidance, as well as those of any organisation whose premises you may be volunteering on
- report any accidents, incidents, near misses or circumstances that could be dangerous to a member of staff, whether anyone has been injured or not
- be aware of what action you need to take in an emergency and who to contact for support
- undertake health and safety training as requested by Cancer Research UK and as appropriate for your role and activities (including any refresher training)
- understand and follow the health and safety guidance relevant to your volunteer role and make sure you ask your staff contact if you're unsure how to carry out a task safely
- identify and report any hazards you see in your volunteering environment, or any signs that your team may be experiencing poor welfare
- play your part in contributing to a positive and supportive culture where welfare is valued



Safeguarding

We all have a responsibility to keep people safe when they come into contact with Cancer Research UK. This means protecting children, young people and adults at risk of abuse or harm.

As a volunteer, we ask you to:

- avoid being alone with children (people under 18 years old) and adults at risk. We will make every effort to make sure this does not occur
- be alert to potential safeguarding issues that may relate to staff, other volunteers or members of the public
- be mindful that abuse and harm can take many forms, including financial abuse and self-harm
- raise any concerns you have with your staff contact as soon as possible and if you're not able to do this, contact the safeguarding team directly at safeguarding@cancer.org.uk



Zero-tolerance of sexual harassment

We won't tolerate any behaviour that could reasonably be seen as sexual harassment. As a volunteer, you're expected to treat everyone with kindness, respect and safety. This includes making sure that no one feels uncomfortable or unsafe because of sexually harmful behaviour or sexual harassment.

This could include:

- touching someone without their permission
- making sexual comments or jokes
- sending sexual messages or content online or on mobile devices
- showing sexual pictures or videos
- talking about sex in a way that makes others feel uncomfortable
- asking personal or sexual questions when they're not wanted

We'll deal with allegations promptly following our **Volunteer Fair Treatment Document**, which may result in us ending the volunteering relationship.

You can also make reports to our whistleblowing line by calling 0800 069 8398 or visiting cancerorguk.ethicspoint.com



Fundraising compliance

We aim for the highest standards in our fundraising. We're registered with the **Fundraising Regulator** and follow the **Code of Fundraising Practice**.

We follow our Fundraising Responsibly Key Policy and these four key principles. Staff will direct volunteers to the parts that apply to their role.

Be honest

Tell the truth about what the charity does and how donations are used.

Be respectful

Never pressure anyone to give. If someone says "no," stop straight away.

Be open

Stay clear about who you are and why you're fundraising.

Be safe

Take extra care with people who might be vulnerable.



Social media

When representing or being seen to represent Cancer Research UK, the information and opinions you share on social media should reflect our brand and values. They shouldn't damage Cancer Research UK's reputation or bring the organisation into disrepute.

Please remember to:

- use common sense when posting something online
- only post things you'd be happy for people to repeat. Remember, what you say online can never be completely private. It's easy to link your social media profile to Cancer Research UK, even if it's not clearly stated in your profile
- respect confidentiality, data protection and personal privacy

Ask your staff contact if you'd like to read our Social Media – Protecting Our Brand Key Policy for more information.

Media relations

It's important that you don't give any comments or stories directly to a journalist, unless your volunteer role specifically includes talking to the local media.

Generally, our media relations are handled by trained specialists in our Regional Media Relations team and so any requests from the press, for example, should be referred to your staff contact.

Political neutrality

Cancer Research UK doesn't endorse or support any particular political party, and it's really important that we remain politically neutral. Please be mindful of this when carrying out your volunteering role.



Smoking and substance abuse

All Cancer Research UK premises and events are smokefree.

No smoking is allowed in or near our sites. We ask you not to smoke when wearing a branded badge, branded clothing or anything that would link you to our charity.

E-cigarettes can be mistaken for genuine tobacco products, posing a threat to our reputation. So we also ask all participants and supporters not to use e-cigarettes at our events and/or whilst wearing anything that would link you to our charity.

All volunteers who liaise with external parties (such as contractors and suppliers) should make sure those third parties don't have tobacco industry links. If you're in any doubt about whether an external party has tobacco links, regardless of how small that connection may be, please raise it with your staff contact.

When volunteering with us, you mustn't be under the influence of alcohol or drugs. This may result in us ending the volunteering relationship.

Modern slavery

As part of being a responsible organisation, we're committed to making sure that no one is subjected to forced labour or child labour in our shops, events or wider operations.

Sadly, modern slavery does exist in the UK, even if it's rare. Modern slavery can take many forms, including situations where people are coerced, exploited or prevented from leaving work. That's why all of us need to stay aware and speak up if something doesn't feel right.

If you ever have concerns about modern slavery or exploitation, please contact our Safeguarding team by emailing safeguarding@cancer.org.uk

Your concerns are important. If action is needed, we'll work with the right people to make sure it's dealt with appropriately.

Data protection and confidentiality

We take great care to keep your information safe, as part of our commitment to protecting people's data, privacy and human rights. You can find the full details of our privacy policy at cruk.org/privacy

Likewise, we ask volunteers to follow any measures we put in place to protect sensitive information.

We ask volunteers to protect any personal or confidential information you have access to. Depending on your volunteering role, you may also be asked to sign a confidentiality agreement. This is to protect any personal, sensitive or commercially sensitive information related to our staff, volunteers, supporters and operational activities.

Please ask your staff contact if you'd like to read a copy of our Information Security and Data Protection Key Policy.

Equality, diversity and inclusion

Beating cancer means beating it for everyone. So, we're committed to creating an inclusive culture that promotes respect, values difference and encourages diversity.

We take a zero-tolerance stance on any bullying, harassment, discrimination or unacceptable behaviour. We also ask volunteers to follow our **Equality Diversity and Inclusion guidance**. Please ask your staff contact if you would like to read our Dignity At Work policy.



Speaking up and resolving concerns

We want everyone at Cancer Research UK to speak up when things don't feel right.

If you see or experience any wrongdoing or something that doesn't feel right, it's important that you speak up. We take your concerns seriously and we'll make every reasonable effort to resolve any difficulties.

If you have any problems or complaints about your volunteering experience with us, please take the following steps:

- Talk to your staff contact immediately.
- Your staff contact will hold an informal meeting with you and make every reasonable attempt to find a satisfactory solution.
- If reasonable informal approaches have been tried and failed to resolve the situation, or the complaint is about your staff contact, you should contact their manager. They'll review the situation and suggest actions to resolve it.
- If you have a complaint and don't feel comfortable speaking to your staff contact or their line manager, you can contact our Supporter Services team on **0300 123 1022**. Alternatively you can call our free, confidential and independent whistleblowing hotline on **0800 069 8398** or visit cancerorguk.ethicspoint.com
- You can find full details in our **Volunteer Fair Treatment document**.





Key information

Age

In most cases, volunteers need to be over 18 years old. Younger people may sometimes be able to get involved if they're accompanied by a responsible adult or volunteering as part of an approved scheme.

There's no upper age limit for volunteers, but there may be situations where we need to ask someone to stop volunteering. For example, when a volunteer has health issues that could cause a risk to themselves or others.

Criminal records

We offer opportunities to people of all backgrounds. Volunteers can be involved in volunteering even if they have criminal convictions, we review all applications on a case-by-case basis.

Our decisions are based on the nature and severity of the conviction, the relevance of the conviction to the role, whether the role offers a significant opportunity to re-offend and how someone will be supervised in the role.

- Volunteers don't need to disclose spent criminal convictions, but staff contacts must be informed of an unspent criminal conviction, conditional caution or pending court case.
- We may conduct open source checks if we receive information that suggests a volunteer may pose a risk to others in their role at Cancer Research UK, even if the behaviour occurred outside of Cancer Research UK.

Recruitment and selection

Our volunteers bring an incredible range of experience, skills and knowledge to our charity.

When you applied to volunteer with us, we may have carried out an informal interview and asked for independent references. This helps us make an informed decision about whether the role is right for you, as well as fulfilling important safeguarding requirements.

We aim to make sure every volunteer can carry out their role safely and confidently, considering any impact on you, the people you support and our organisation.

Some roles may require additional checks. For example, if the role involves accessing confidential data or engaging with young people or adults who are at risk.



We like to recognise our amazing volunteers for their support. This could include nominating you for internal and external awards and celebrating your success publicly.

If you'd prefer not to be nominated for an award or to be celebrated publicly, please speak to your staff contact.

Expenses and using your own vehicle

Volunteers can request out-of-pocket expenses, such as local travel costs. Payment of reasonable expenses must be authorised by your staff contact in advance, and receipts will be required.

If you're using your own vehicle, Cancer Research UK can't provide motor insurance for volunteers. Driving in connection with volunteering is normally classified by insurers as 'Social, domestic and pleasure (SD&P)', which is part of your standard cover. We recommend checking with your insurer to make sure.

For further guidance, please speak to your staff contact.

Insurance

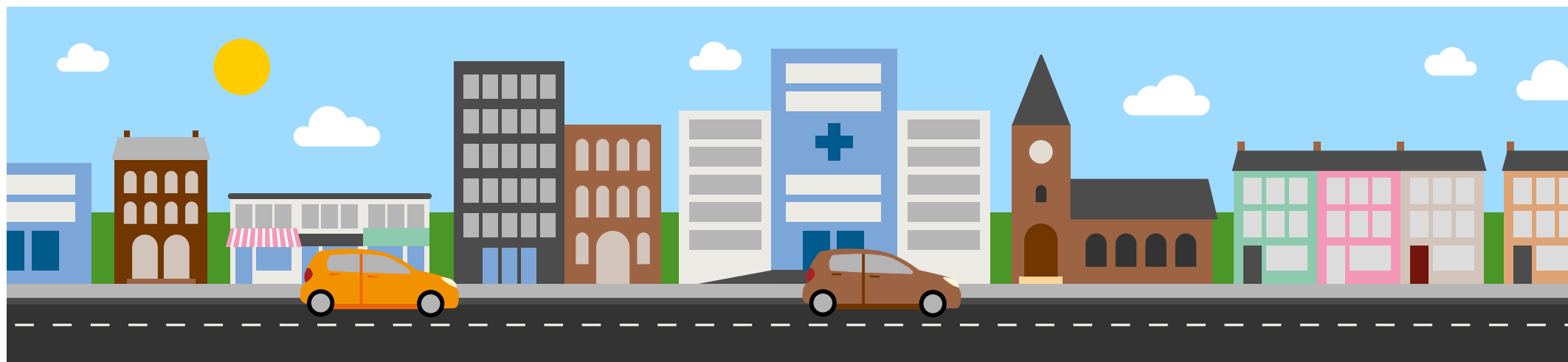
Cancer Research UK has appropriate types of insurance in place to cover our volunteers, including employers' liability insurance and public liability insurance.

These provide cover in the event of a volunteer being harmed due to the negligence of the charity, or a third party being injured as a result of the actions of a volunteer performing Cancer Research UK duties. Our insurance doesn't cover your personal belongings.

Copyright, intellectual property and photography

The rights to any original works you may produce during your volunteering will belong to Cancer Research UK, unless otherwise agreed. Examples of this include photography, artwork, graphic design and written work, including the results of research.

We may use photos or videos of volunteers carrying out their roles in our staff communications or for promotional purposes. If you don't want us to use your image, please make your staff contact and event photographer aware at the time.



Audit and our accountabilities

Cancer Research UK is accountable to the Charity Commission and to the public, who give us such generous support. We have a responsibility to check and audit our activities to maintain our reputation as a trustworthy charity that manages donations honestly and efficiently. This includes gifts, goods for sale in our shops and money raised by local fundraising groups.

If you'd like to know more, your staff contact can provide further details.

Animal testing

A great deal of our research is carried out without involving animals. But in certain areas, animal research remains essential if we're to understand, prevent, and beat cancer. We only support research involving animals where there's no alternative.

You can find out more about this research by visiting cruk.org/our-research/involving-animals-in-research

Keeping fundraising safe and secure

Your efforts make a huge difference in helping us beat cancer.

Unfortunately, like all organisations, we face the risk of crime, including fraud and theft. While this is rare, it's important to stay aware. Fraud can take many forms, such as the theft of donations, whether money or goods.

If you ever have concerns about financial crime, contact our Anti-Fraud team by emailing antifraud@cancer.org.uk We take every report seriously and, when necessary, work with the police and support appropriate legal action.

Fraud doesn't just affect the funds available for research – it can also damage the trust of our supporters and, in some cases, harm our reputation. By staying vigilant together, we can protect both our mission and the confidence of those who support us.



Our Policy Framework

As well as the key documents we've already covered, we also have a **Code of Conduct** and **Code of Ethics**.

If you'd like more information on any of the topics below, please ask your staff contact.

- Acceptable Use of Resources
- Fraud, Theft, Bribery and Corruption
- Equality, Diversity and Inclusion
- Dignity at Work
- Safety, Health and Welfare
- Information Security and Data Protection
- Social Media – Protecting our Brand
- Safeguarding
- Tobacco

How to get in touch

For more information or advice on any aspect of volunteering with us, please ask your staff contact or get in touch by emailing:
volunteering@cancer.org.uk

Website:
cruk.org/volunteer

For more general enquiries, please contact our Supporter Services team.

Telephone:
0300 123 1022

Email:
supporter.services@cancer.org.uk

Coping with cancer

There is help and support available. Find out about the emotional, physical and practical effects of cancer and how to manage them:
cancerresearchuk.org/about-cancer/coping



Thank you for making progress possible



We value sustainability at Cancer Research UK, so we ask that you please don't print this digital booklet.

Cancer Research UK is a registered charity in England and Wales (1089464), Scotland (SC041666), the Isle of Man (1103) and Jersey (247).



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