



Welcome to volunteering

cruk.org/volunteering



Together we are
beating cancer

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Welcome to Cancer Research UK

Thank you for choosing to join our volunteer community.

At Cancer Research UK, we exist to beat cancer. In the last 50 years, we've 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 to enable us to 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 1980s* – 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 lifetime**, 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.

*cruk.org/millionlives

**cruk.org/lifetimerisk



Our research has played a role in more than half of the world's essential cancer drugs.



Over the past 50 years, we've helped 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.

Whether you're cheering on runners 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.

More than half our volunteers say they feel more confident and smile more since they started volunteering with us. And more than half say their physical and mental health and wellbeing 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](#)
- [Facebook](#)
- [X](#)
- [Instagram](#)
- [LinkedIn](#)
- [YouTube](#)
- [TikTok](#)





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.



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 and Shine Night Walk, it's a fun and fulfilling way to get stuck in!



To find more volunteering opportunities, visit cruk.org/volunteering or speak to your staff contact.



Keen to raise awareness?

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



Looking to fundraise your way?

Our volunteer fundraisers include many thousands of individuals, 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. They support us in all manner of ways – from organising balls and bake sales, to sponsored walks and silent auctions.

However you choose to fundraise, you'll be helping to support our life-saving research.



Ready to share your story?

Our media volunteers share their personal experiences of cancer. Their open and honest accounts help raise awareness of symptoms, spread important messages around prevention, and give inspiration and hope to other people affected by cancer.



Want to campaign for change?

Our Campaigns Ambassadors help to save lives by persuading politicians to support better cancer policies.



“ 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, Health Awareness 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 commitment to you

Supporting you all the way



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 read through this document and watch our **welcome to volunteering video**, which you can find on the **Volunteer Hub** on our website. The hub also features news, updates and opportunities for our volunteers.

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.

Please also read our **Code of Conduct** and **Code of Ethics**. These outline our shared values and help to guide us in our day-to-day actions and decisions.

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 role description exists for each volunteering position, clarifying responsibilities and the standards required, including those specific to volunteer fundraising where it's relevant
- be open and transparent about any changes and initiatives
- 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



Investing in our volunteers

In 2022, we were awarded 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



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 develop new skills and knowledge, and provide development opportunities wherever they can.

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 expectations we ask everyone to meet.



We ask you to:

- commit to our aims and values
- be a positive advocate for Cancer Research UK
- aim for high stands of efficiency, reliability and quality in your volunteering, always giving your best
- treat everyone fairly, and with dignity and respect, including those who hold different beliefs and views to you
- work together with other volunteers, staff and the public
- act in line with the expectations in our Policy Framework that apply to volunteers, including speaking up if you have any concerns or need to report an incident
- be aware that any funds raised for Cancer Research UK are held in trust for the charity and follow our accounting procedures
- respect and maintain confidentiality
- consider and protect Cancer Research UK's reputation, acting responsibly and within the law
- be accountable for your behaviour and actions, and open to feedback
- make sure you use Cancer Research UK resources responsibly and in the best interests of the charity and people we serve
- let your staff contact know first if you have any problems, so we can find a solution together
- let your staff contact know if there are any changes in your personal circumstances that may affect your volunteering

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. You can be involved in volunteering even if you have criminal convictions, as 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 you'll be supervised in the role.

You don't need to disclose 'spent' criminal convictions, but if you have an unspent criminal conviction, conditional caution or pending court case, your staff contact needs to be informed.

Recruitment and selection

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

As part of our volunteer recruitment process, we may carry out informal interviews and ask volunteers to provide two 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 base our selection on the ability of each applicant to carry out the role, considering any effect volunteering may have on the safety of all parties, our brand and reputation.

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



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 contact us at volunteerenquiry@cancer.org.uk

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 our Safety, Health and Welfare Key Policy and associated guidance, as well as that of any organisation whose premises you may be volunteering on – these will be pointed out to you by your staff contact during your induction
- 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 duties (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 vulnerable adults
- 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**](mailto:safeguarding@cancer.org.uk)



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. And we also expect our volunteers to follow our Equality, Diversity and Inclusion and Dignity at Work Key Policies.



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 expect our volunteers to follow our Information Security and Data Protection Key Policy and comply with any measures we put in place to protect sensitive information.

As a volunteer, we expect you 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.

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.

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.

See our Social Media – Protecting Our Brand Key Policy for more information, and always do the following:

- 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.

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.

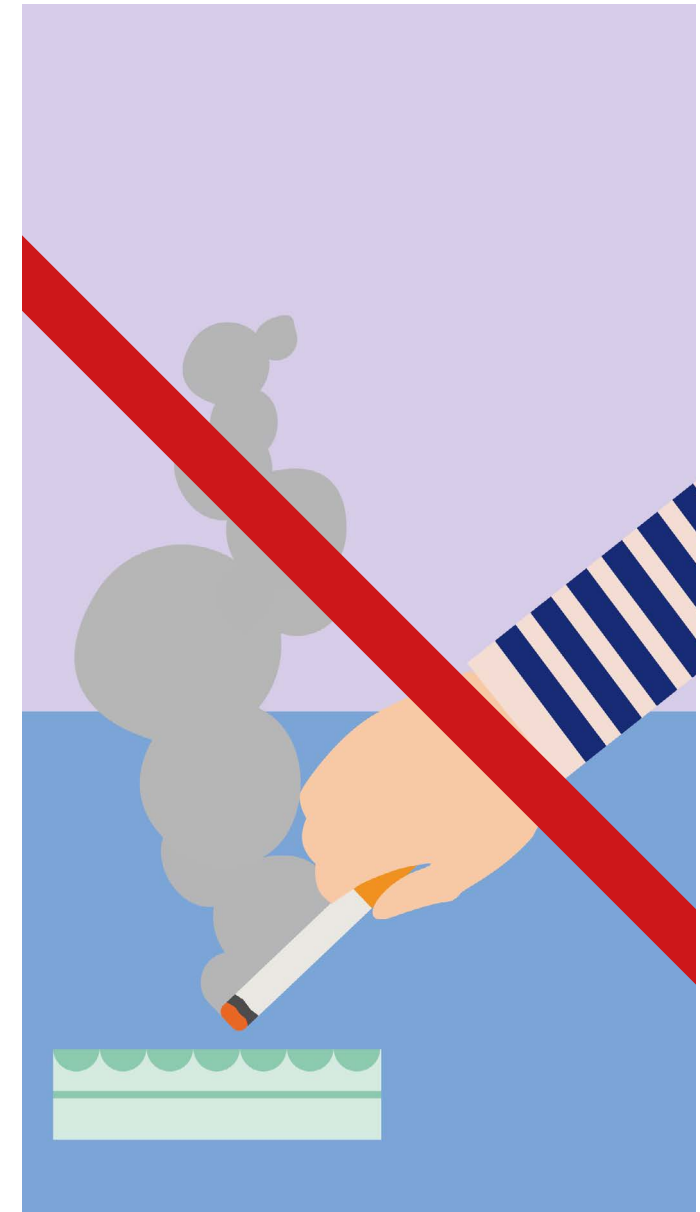
All volunteers who work with external parties (such as contractors and suppliers) should make sure those third parties don't have tobacco industry links. If you're in any doubt about whether an external party has tobacco links, regardless of how small that connection may be, please raise it with your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

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

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

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 really important that you speak up (provided you're comfortable doing so). 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 1861**. 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. You can ask your staff contact or Supporter Services for a copy of this.



Further support and advice

Our Policy Framework

As well as our **Code of Conduct** and **Code of Ethics**, our Key Policies and procedures in our Policy Framework apply to both staff and volunteers. 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
- Volunteer Fair Treatment
- Whistleblowing

How to get in touch

For more information or advice on any aspect of volunteering with us, please ask your staff contact or our Volunteering team:

**PO Box 1561
Oxford
OX4 9GZ**

Email: volunteerenquiry@cancer.org.uk

Website: cruk.org/volunteering

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

Telephone: **0300 123 1861**

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).



**Together we are
beating cancer**