



## **Reach Terms and Conditions for TrusteeWorks Premium service**

**Successful trustee recruitment depends on close collaboration between organisations, Reach and volunteers. Clear and prompt communication between all three parties is crucial.**

**Please read the following terms and conditions carefully. They are designed to create a productive working relationship.**

### **Reach will:**

- Work with you closely to understand your requirements, define your trustee role clearly and present your organisation attractively.
- Produce a brief, for your agreement, which details how we will fit with your own recruitment procedures.
- Produce a pack for candidates, in conjunction with you, that will be used as part of each recruitment process.
- Promote your role through our searchable web-based database and to our register of skilled volunteers.
- Search our register for suitable people meeting the agreed criteria.
- Send out the recruitment packs to interested candidates and follow up with these candidates to answer questions and establish if they wish to proceed.
- Filter out candidates who do not fit the agreed criteria.
- Send you information about any suitable candidates, in a manner agreed in the brief.
- If we are unable to fill the role quickly we will keep it live on our register for a maximum of 12 months from the date of registration, actively promoting it to suitable new volunteers as they join our register. If the role remains unfilled at 6 months from the date of registration we will offer you a review.
- Provide you with access to advice and guidance on recruiting and retaining trustees and other governance issues

### **Reach does not:**

- Take up references nor carry out any background or police checks on any of our volunteers.
- Confirm the accuracy of any of the information provided by our volunteers during the registration process.
- Commit to sending you a specified number of volunteers.

### **You will:**

- Contact all interested volunteers within **10** working days of referral, unless alternative arrangements have been agreed in the brief. (In the event of not receiving a response from the volunteer, you will either re-contact the volunteer or contact Reach).
- Provide timely, accurate and courteous feedback to volunteers with whom you have had contact but whom you do not wish to accept.



- Undertake to provide appropriate levels of management and support to Reach volunteers.
- Take up references and carry out security checks as appropriate
- Pay travel and other reasonable expenses to Reach volunteers.
- Provide a named contact person for Reach.
- Provide a named manager for the Reach volunteer.
- Keep Reach informed about changes to contact details.
- Keep Reach informed about changes in your requirements particularly if you no longer require us to search for suitable volunteers.
- Inform Reach about the outcome of our referrals.
- Provide feedback on the Reach volunteers and Reach service when requested.
- Submit a new registration form for each new volunteer role advertised through Reach.

**Payment details:**

- First invoice: £175 + VAT issued on registration of role
- Second invoice: £300 + VAT issued when Reach refers one or more suitable candidates to you.
- Pay invoices within 30 days of issue.