



UCD Alumni Volunteering Charter

With over 310,000 alumni in 182 countries globally, the UCD Foundation is responsible for devising and implementing core components of UCD's strategy for fostering excellent alumni engagement to inspire and foster lifelong pride, commitment to, and support of the University, as active participants, volunteers and donors.

The [UCD Alumni Volunteering Programme](#)¹ supports the activities of both teams and is built on the UCD values of Excellence, Integrity, Collegiality, Engagement and Diversity. The team works collaboratively across the University and broader networks to identify volunteer roles that make a real difference for current and prospective students, fellow alumni, and the UCD community.

The Alumni Volunteering Programme guides team members on best practices to ensure a productive and enriching volunteer experience while minimising risks to the volunteer, UCD Foundation, and the University.

This Alumni Volunteering Charter affirms our commitment to providing a high-quality service to all alumni who offer their time, expertise, and advice. We aim to be helpful, friendly, clear, and professional at all stages of the volunteer experience, including recruitment, training, support, seeking feedback, and closing the volunteering role.

In order to maintain the highest standard of support for you as an alumni volunteer, we are committed to the following:

- Offering you a great experience and being responsive to your requirements;
- Providing you with induction, training, and providing support throughout your volunteer experience;
- Explaining the standards we expect from you in your role while encouraging and supporting you to achieve and maintain them;
- Providing a named person who will be your point of contact whilst volunteering so that you can raise any questions or concerns arising;
- Being flexible with your volunteering hours, recognising your need for holiday time and other commitments;
- Honouring the time commitment you have agreed to give us and not expecting more from you unless offered and agreed;
- Reimbursing out-of-pocket expenses in line with the UCD Foundation's policies and procedures and by prior arrangement only;
- Checking we have assessed possible risks, that you are trained and equipped to carry out your role safely, and that adequate insurance coverage is in place;
- Ensuring that you and all volunteers are treated fairly and in accordance with our

¹ <https://www.ucd.ie/alumni/get-involved/volunteering/>



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university-wide commitment to equality, diversity, and inclusion;

- Trying to resolve any issues or difficulties you may have while volunteering with us, and in the event of an unresolved problem, offering an opportunity to discuss the issue further;
- Following up on any feedback or questions you may have regarding your involvement as a volunteer.

For more detailed information on our expectations of volunteers, please refer to the [Alumni Volunteering Code of Conduct](#)² document.

In relation to your contact details, to assist us in providing the best quality service to you, we request that you:

- Keep your contact details up-to-date with us. If your contact details have changed, we also ask that you update them with us directly and with the UCD Alumni via [the website](#)³.
- Many of our email communications will arrive via our email system. Please add the relevant email addresses to your contact list so that you can reliably receive emails from us.
- When you have a query, please state the assistance you need and give us accurate and relevant information where necessary.
- Respond to requests for additional information as promptly as possible.

How to contact us:

Telephone: +353 1 716 1064
Website: <https://www.ucd.ie/alumni/get-involved/volunteering/>
Email: alumnivolunteer@ucd.ie
Post: UCD Alumni, Belfield, Dublin 4, Ireland

We commit to the following communication response times:

Contact by Phone

To maintain a high level of support to prospective and current alumni volunteers, a team member will be available during working hours of 09:00 - 17:30, Monday to Friday and outside of this time where required to support specific roles.

² <https://docs.google.com/document/d/17hYd5LtPXz7stdqCYYzYNTeOCUg1QnfKuvVh5qjgYuY/edit>

³ <https://alumni.ucd.ie/updateyourdetails/>



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We will do everything possible to give you the information requested during our phone call. If this is not possible, we may arrange a callback or request that you put your query in an email so it can be redirected for a more thorough response.

Contact by Email

Our alumnivolunteer@ucd.ie email inbox is monitored during the working hours of 09:00 - 17:30, Monday to Friday.

We aim to respond to all appropriate correspondence within 24 hours of receipt during the work week. You may receive an auto-reply with answers to our most frequently asked questions outside of office hours or peak times.

Contact by Social Media

Queries we receive through our social media accounts are responded to as soon as possible, usually within 24 hours, Monday - Friday.

Contact by UCD Alumni Network

Occasionally, we will create groups on our [UCD Alumni Network](https://ucdalumninetwork.com/)⁴ for volunteers and participants in a volunteering programme. If these are set up, you will be invited to them, and we encourage you to connect with fellow alumni, students, and staff using this resourceful online tool.

You may also wish to connect with the UCD Alumni Volunteering team members directly using the messaging tool on this platform.

Please note that if you have an urgent need or concern, it is best to contact the team via email, as the UCD Alumni Network does not have out-of-office functionality.

⁴ <https://ucdalumninetwork.com/>