

ARCHITECTS
BENEVOLENT
SOCIETY



Welcome

to the team!



Architects
Benevolent Society
**Ambassador
Handbook**

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Welcome

Thank you for becoming an Ambassador for Architects Benevolent Society (ABS). We are delighted to welcome you into this role. Your support goes a long way towards helping us provide a vital lifeline for the architectural community and their families in times of need.

This handbook will be your guide to the role of an Ambassador. It will equip you with the essential tools you need to help raise awareness of the work of ABS and develop your fundraising skills. ABS is here to help you make an impact in your professional community. We look forward to working with you and making your experience fun and inspiring.



"Volunteers are not paid...not because they are worthless but because they are priceless."



A bit about you

Your name:

I am an Ambassador because:

As an Ambassador, I want to:



Andy's Story

“ In 2014 I suffered a burns accident that left me unable to work and on a long recovery road. ABS stepped in to assist me and my family. I'd been aware of ABS before but had never thought they'd be there for me, because I'd never taken the time to understand who they were, what they could do and why they were important to all the architectural and landscape communities. This ignorance and experience as a beneficiary lead me to become an Ambassador.

Over the last 5 years as an Ambassador, I have been proud to travel to London for the Chicken Run, doing social media around it to raise awareness, taken part in presentations to practices and online events with ABS, taken part in the excellent 'Architect Social' podcast and worked with my fellow Scottish Ambassadors to write and publish an article in the RIAS quarterly. As a sole trader working mainly in isolation, I see my fellow Scottish Ambassadors and the wider ABS network as my foundation of support who I can look forward to meeting online and in person regularly to discuss ABS things and generally socialise with. A key part of all our mental wellbeing. This passion for being an Ambassador has seen me recently extend my involvement with ABS, becoming a Welfare Committee member and Trustee in Summer 2022.”

About us

Who is Architects Benevolent Society (ABS)?

Founded in 1850, Architects Benevolent Society is a charity dedicated to supporting past and present members of the architectural community and their families. We aim to empower those in our community to flourish and live full and rewarding lives.

Our core mission began as a relief of poverty charity, and in 2021 we expanded our objectives to relief and prevention of poverty. Now we can support even more people every year across the UK providing much-needed financial assistance, advice and guidance.

Over the years, we have also expanded our eligibility to include Architectural Assistants, Architectural Technologists, Landscape Architects, students and most recently employees of architectural practices to reflect how the practice of architecture continues to evolve.

We want more people in the community we support to know about us, and we want to raise vital funds to continue supporting those who need it most.



Our values

Our values underpin everything that we do, and we encourage our ABS Ambassadors to also live by them during your role.

Responsive:

We're passionate about helping people. Our flexible approach and dedicated team enables us to provide meaningful and dedicated support – often fast.

Compassionate:

We value people and approach every person and situation with empathy, kindness and respect.

Improvement:

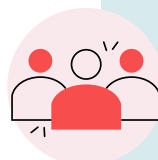
We are driven to improve the lives of our community by continuing to learn from our collective experiences – to grow, evolve and strive to do better.

Community-Focused:

We are approachable and warm. We encourage collaboration and engagement with the architectural community.

Inclusive:

We are actively inclusive within our objectives as a charity. We have an equitable, welcoming and ethical approach, and value each person's unique life experience.



“Ian, a successful chartered Architect, was involved in an accident which changed his life forever. As someone who loves the outdoor life, Ian regularly pursued his interests of cycling, walking and mountaineering, until a tragic bike accident left Ian paralysed from his chest down.

A friend suggested Ian get in touch with ABS and we stepped in to support him during his recovery with a monthly grant to Ian to help with the increased expenses of having to pay others to do things around the house and garden which he would previously have done himself.

We also funded the purchase of a lightweight adjustable wheelchair, enabling Ian to become more independent and to pursue his love of the outdoors again.”

Ian's Story



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Meet the team

ABS team is small, but mighty! Whilst your role is distinct from that of paid staff, we always encourage you to get in touch with us directly if you have any ideas or concerns you want to raise. Your main point of contact is the **Supporter Engagement and Events Officer**, who sits in the **Development Team**.

The Welfare Team handles all enquiries about support. They provide advice and guidance and always aim to find the most appropriate ways to support beneficiaries depending on their needs. They have a wealth of experience supporting people and if we are not able to directly help someone, they are able to signpost you to other places who may be able to support.

“ABS has been brilliant in supporting me at a time of crisis in my life, with practical advice, regarding access to welfare and NHS services along with financial help. They have maintained contact and support over the last 18 months whilst I rebuild my life and adapt my house for my new life.”

What does ABS do and how can we help?

We take a holistic approach to help beneficiaries find the solutions to many of their complex needs and difficulties. We know that when one issue presents itself, it can often give rise to another. That's why we partner with other organisations that can help our beneficiaries in many different areas alongside our network of welfare benefit specialists.

We are not a signposting service, and we work closely with all our welfare partner charities to support our beneficiaries. We constantly review the current landscape to understand where there might be difficulties arising and where we can fill a gap – our mental health support service, for example, was started in 2017 and now represents one of our largest areas of referral.



All our support is needs-led, so it varies from person to person depending on their circumstances, but all help provided is in line with our Grant Giving Policy to ensure fair and equitable support. Each case is assessed by a Welfare Officer to decide the level of assistance given. A financial assessment is carried out to determine eligibility for direct financial support e.g., a grant. It is important for you as an ABS Ambassador to have a general understanding of the types of support we offer.

We hope to support people to reach a point where they no longer need our help.

Who we can help:

ABS could help any person in the architectural community:

- Architects, Architectural Technologists, Landscape Architects and employees of architectural practices.
- Dependants of the above.

ABS also offers students of architecture, landscape architecture and architectural technology annual membership to Anxiety UK (AUK) for the duration of their course.

We work closely with the following partners including:



ABS supports people with the following areas:



Money & Debt

- Direct financial grants (monthly and one-off)
- Advice from StepChange
- Welfare Benefits Support



Housing advice

- Advice from Shelter



Mental Health & Wellbeing

- Psychological support from AnxietyUK
- Workplace Wellbeing Essentials workshops



Employment

- Job search support from Renovo



Physical Health & Disability

- Assessment of needs from OT Practice



Advice & Support

- On a range of issues including benefits, health and disability ABS is here to listen to you.

Our support promise:

Fast and effective – support designed to get people back on their feet quickly, no matter the crisis

Tailored to you – to suit individual needs and circumstances

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“Chris, an Architect, approached ABS after receiving a devastating cancer diagnosis during the pandemic. He had been married for just 6 months and was enjoying his job. However, soon he was too sick to work and his wife, who worked in a supermarket, had to resign for fear of bringing the virus home to Chris. For the first time in his life, he had to accept governmental financial support through Universal Credit. ABS was able to offer financial support to relieve stress and enable him to focus on his recovery and his future.”



Chris' Story

Being an ABS Ambassador

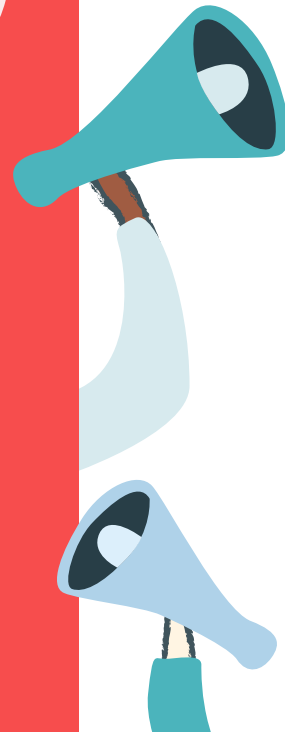
What does it mean to be an Ambassador for ABS?

As an Ambassador, you will be part of a regionally based network, playing a key role in fundraising and raising awareness of the Architects Benevolent Society across the wider architectural profession.

This is a voluntary role which involves:

- educating people about what we do via presentations and conversations with detailed knowledge of our support services (awareness raising)
- contributing to the work of ABS, fundraising through ABS events, your own events, corporate partnerships and other channels (fundraising)
- connecting ABS with the wider architectural and architecture adjacent community via introductions and referrals.

Our Ambassadors are a vital part of the ABS story, helping us to continue to support members of the architectural community long into the future.



Our Ambassadors are our eyes, ears, and voice across all four nations and in every region to reach as many members of the architectural community as possible. As one of our Ambassadors, there are three key pillars to your role:



*1. Awareness
Raising*



2. Fundraising



3. Connecting

The Ambassador role is varied, you may find yourself giving presentations to practices about our work, fundraising through your own events, introducing a practice to become a corporate partner or encouraging people to join ABS events.

We encourage you and the regional groups to set your own goals for fundraising and activity.

Our Ambassadors are:

Connected:

Existing links and networks within the wider architectural community to help spread the word about ABS and support our goals.

Enthusiastic:

Able to work on their own initiative and ideas.

Confident:

Are confident and willing to ask the audience to support the charity through fundraising or volunteering.

Compassionate:

Approaching each person and situation with empathy, kindness and respect.

Passionate:

About ABS' cause and mission.



How much time commitment is involved?

We ask for a **one-year commitment to the role**, due to our investment of time and resources in recruiting, training, and supporting you as an Ambassador. We appreciate that Ambassadors are volunteers and will have other commitments alongside this role and as such there is always some flexibility in this.

How ABS is here for you

We want to make sure that all Ambassadors feel equipped to carry out this role confidently and effectively. All our policies are also available on our website. Our Development Team will support you in several ways:

Support and advice:

We're only an email or call away to offer any advice, guidance or updates.

Resources:

From logos, presentation slides to project plans.

Regular updates:

We are always working to improve our support services and widen who we can support – you will receive all the updates about any changes that we make.

Connections:

We have a wide network of Ambassadors we can connect you with.

Check-ins and catch ups:

We host regular check-ins and catch ups, both online and in-person. There are also Ambassador-led groups you can join for regular online meetings. We always encourage people to set these up.

Fun!

The work of ABS is so important, but we want you as an Ambassador to have fun, meet new people and enjoy the experience.

All resources are available on [ABS Ambassador Portal](#) which can be found on our website.



I had heard about ABS some years ago, but assumed it was only for fully qualified architects; it was only later did I realise it was open to students and other professionals as well and that there could have been some financial and mental health support available to me.

"I'm glad to help represent the Disability community and those with Chronic Illnesses and give a voice to those who might be struggling."

Through my work as the Vice-President of the Birmingham Architectural Association, I was proud to have helped establish a close bond with ABS team. Encouraging their Emergency Appeal through the pandemic, reinforcing the need for an expanded delivery to non-architect staff in practice and donating +£7,000 to the charity.

It was such a surprise and a great honour to be recognised by ABS as one of their annual Ambassadors of the year, as well as represent the BAA at the Worshipful Company of Chartered Architects awards night.

"The work they do is vital and genuinely life changing to so many people, something I hope long continues!"



Amy Francis-Smith,
Architect

Raising awareness

ABS always needs to continue to raise awareness about the work we do, so those who need support know we are here for them. The Ambassador role is crucial in helping us to achieve this. You will need to be proactive when raising awareness and ensure that the widest audience in your region is being reached. It is important to be clear about who ABS can help and how people can access it.

ABS has marketing materials which you can download from the Ambassador portal on ABS website to support this.

Awareness raising includes:

- Presentations to practices, organisations and universities
- Peer to Peer conversations
- Public speaking opportunities
- Social media
- Outreach

“As an Ambassador, hosting a livestream to celebrate ABS’ 170th birthday is definitely up there as my proudest moment. However, my most proud moment would be learning that people have become aware of the charity from watching the content we have made!

I love meeting other Ambassadors and believe that it is the ideas that we come up with together that can really help spread awareness and raise funds for the charity. As well as holding the signs for the Chicken Run, I run a podcast called the Architecture Social and love it when ABS Ambassadors join me for a podcast episode.”



Stephen Drew,
Founder of
Architecture Social



How to tell people about ABS

People respond best to real stories, facts, and figures about our work. Our website is kept updated with all the latest information you need, and you can always ask us for 'giving opportunities' to support you.



Case Studies

Using case studies of past and present beneficiaries is a powerful way to demonstrate ABS' impact because they can trigger emotions in people. Whether it is in a presentation or face to face, these real-life stories that have been handpicked by ABS will help you illustrate the need for our work, and why it's important to support us.

You may find that some of the stories make more of an impact on you personally than others, and it is these that you are likely to be able to talk about more passionately to others. This is in turn likely to have a more powerful impact on your audience.

When using examples of beneficiaries ABS has helped, it is also important to think about your audience and which stories are likely to resonate more with them and create a greater impact.

Giving opportunities show the real and measurable impact of people's donations.

£60 could pay for a one-hour telephone session with a Shelter case worker.

£120 could pay for six phone calls with Law Express providing personal legal advice.

£240 could pay for a wellbeing assessment with Anxiety UK.

£600 could pay for job coaching support through Renovo.

Get in touch with us for more of these helpful figures!




Social Media

Many of our Ambassadors have a significant presence, and you may too. Effective use of social media is central to sharing ideas, offering first-hand comments, and helping raise awareness and funds for ABS.

We encourage all Ambassadors to use social media to engage with supporters.

ABS accounts:

 @ArchBenSoc
 @ArchitectsBenevolentSociety
 /architectsbenevolentsociety
 ArchBenSoc

To get started:

Build your profile:

write a short biography that reflects what you are doing, a photo and follow all stakeholders (supporters, ABS staff, Architects, etc). Please add your role (@ArchBenSoc Ambassador) and add a short disclaimer, such as "all views are my own".

Be conversational:

social media is an interactive medium, designed for conversations. Effective users of social media build networks through interaction with others.

Be personal:

thank your supporters on social media by sharing photos and stories of how they have helped and simultaneously use hashtags, once you have their express permission to do so.

Be active:

retweeting or reposting relevant and interesting content can help leverage raising awareness and build traffic to both your account and ABS'.

Be connected:

build networks via social media for raising awareness.

Be responsible:

your posts or tweets are public once sent. Double check your content to make sure it makes sense. Please remember that you represent ABS at all times, and if you're not sure, don't post it!

If you would like more information, advice or training on any social media platform, please get in touch with our Marketing and Communications Lead at: communications@absnet.org.uk.

We also have assets on the [Ambassador Portal](#) you can download for your own accounts.

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Presentations

As part of our outreach to architectural practices and organisations, we encourage Ambassadors to give presentations about our work. We suggest these are no longer than 10–15 minutes and focus on:

- 1. Our services in brief*
- 2. Why you are an ABS Ambassador*
- 3. Case studies and stories about who we have helped*
- 4. Q&A*

You can find versions of these PowerPoints on the [Ambassador Portal](#) for you to download and use.

We offer much longer presentations where we really expand on the detail of our work, which Ambassadors can encourage practices and organisations to sign up for. Our practice presentation has been developed to provide practice employees with the knowledge of the types of ABS support available to them and their families throughout their careers, how they can access it and how they can get involved to support other members of their community through volunteering, fundraising and events.

If you are approaching a practice or organisation, please get in touch with us first to check there is no pre-existing relationship to be mindful of.



“It was so beneficial for our staff to either learn more or be reminded just what the organisation does and achieves. I personally found it inspiring.”

Child Graddon Lewis

“It turns out that ABS do even more than I had realised, so your presentation was well worth giving.”

Donald Insall Architects

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Fundraising

What is fundraising?

Fundraising is about inspiring people to support the work of ABS and to donate to enable us to help members of the architectural community. It can seem like a daunting task if you haven't done it before, but once you feel confident talking about ABS encouraging people to support us will feel natural.

Over time, you will learn what approach works for you and what doesn't. With the right knowledge of the charity and with practice, your fundraising skills will develop, and we will be here to support you along the way.

“The 2019 GLA-NLA ride from Glasgow to London was a fantastic experience and collectively we raised useful funds for ABS. My proudest moment was asking Daniel Cook, the then CEO of the Landscape Institute, along to support the arrival event at New London Architecture. It was a great introduction for him to meet Rob Ball and the brilliant people at ABS; it helped forge a fantastic working relationship that has gone from strength to strength.”



Sam Shaw,
Landscape
Architect

Relationship fundraising

ABS follows a methodology called 'Relationship Fundraising'. We want to develop close, long-lasting relationships with people, practices and organisations who are engaged and supportive of our work.

All our activities are geared towards making our supporters feel important, valued and considered. We want to take people and organisations on a journey with us, recognising what they need as much as what we need. Build a rapport early on and retain a good, honest, and positive relationship with the supporter.

The approach

1. Why ABS: Start with an open and honest conversation about our work, using real stories to demonstrate our impact on the architectural community.
2. Build the relationship: think about what might interest them, what support you could offer. This might be inviting them to an event or suggesting a presentation.
3. Make your ask: whether that's event sponsorship, corporate partnership or any kind of financial support of ABS.
4. Develop a consistent dialogue: Thank your donor, explain how their donation helps change lives in the community and let them know of future opportunities to get involved.
5. Collect data: Names, contact details, employment and interests can be used to tailor future requests. Feedback, particularly about events, is really important to help improve future activities.
6. Continue the story and develop it further using up-to-date information from ABS.

Fundraising for ABS:

There are numerous and innovative ways in which people can raise money for ABS, from personal challenges involving one person to organised events involving many people.

Encourage people to become regular donors

You can encourage friends, family and colleagues to set up a Direct Debit or standing order to donate monthly to ABS.

Events

From sponsorship challenges to ticketed concerts, this is a chance to think creatively!

One-off donation

A single donation may be given using QR codes or donation envelopes at events. We can share a form with you to help with this or people can write cheques.

All cheques and CAF vouchers must be made payable to 'Architects Benevolent Society'.

Corporate Partnership Scheme

Encouraging your practices and organisations to join our scheme.

“I believe in the work that ABS does and would encourage others to not be afraid to admit when something is not OK. It will take time, but small steps can lead to a bigger chance of self-acceptance and, most importantly, happiness.”

Regular and single donations can be made via our website and can be made using most types of credit and debit cards. Just go to: www.absnet.org.uk/donate.

If you succeed in encouraging an individual or group to fundraise for ABS then using an online fundraising platform, such as Just Giving, is the most efficient and practical way. ABS can also use our own system (Beacon) to help you, just get in touch and we can get up a donation page for you.



Event Fundraising

Organising events is a powerful way to both raise awareness of ABS' mission and to fundraise via ticket sales and sponsorship for example. Throughout the year, ABS runs events which the team organises with support from Ambassadors and corporate partners.

We always encourage our Ambassadors to organise and host their own events – our team are on hand to give advice if needed. There are many different things you could do which range from small individual events like a sponsored walk to big events like balls or concerts. Events don't have to be in-person – online events can be a more time and cost effective to organise, such as virtual quizzes. The sky really is the limit when you're thinking of events, be creative!

Previously, our Ambassadors and other fundraisers have:

- **#Pause2Pic:** organised by our Scottish Ambassadors, this photo competition encouraged people to capture and represent people's experience of the lockdown restrictions.
- **ArchiVelo:** organised a cycle challenge of eighteen riders, who cycled the 460 miles from Glasgow to London in four days and raised over £11,500.
- **The Big Birmingham Quiz:** a 100-person quiz organised in Birmingham, raising over £3000 in sponsorship and £1200 for our support services.



Other ideas for events

- **Games nights:** Invite your friends, family and colleagues over for a games night! You could do Scrabble, Jenga or challenge your guests with a night of video games. Take some photos or even videos to share on social media.
- **Sponsored dog walk:** organise your dog owning friends and family to have a good walk around a local park or plan a longer route, you could provide some snacks for both pets and people and ask for donations.
- **Host a themed dinner party:** you could host a murder mystery party (there's lots of free resources online) or ask your guests to dress up to a particular theme. You could even organise a 'Come Dine with me' style event with a few friends!
- **Outdoor games picnic:** gather your friends and organise an outdoor games picnic in the park! Ask for donations to attend and you could have some donation envelopes lying around.
- **Sport challenges:** a timeless classic, you could pick a sport or fitness challenge, perhaps something you've not attempted to do, and ask people to sponsor you. Challenges like the 3 Peaks Challenge, running a marathon or even learning a whole new sport!
- **Movie night:** Gather friends and family, charge them a fiver and supply snacks and films for a cozy movie night in together.



Big isn't always best!

Since 1990, Macmillan Cancer Support's Coffee Morning has raised £290 million. It's a simple idea – bring people together over a cuppa and donate the cost to the charity.

What do I need to think about?

Consider how your event might fit into ABS' work and draw attention to what we do

- Is it connected to improved mental health and wellbeing, ie: exercise / stress relieving?
- Is it drawing attention to the financial aid ABS can give?
- Is it connected to an ABS appeal?

Share an event plan including the following:

- Your objectives – what are you hoping to achieve from the event, ie: amount raised, number of people attending
- Intended audience
- A brief event description.



Need some help? Consider the following:

Event Planning Checklist

- ☐ Establish your event goals and objectives
- ☐ Select your event's date
- ☐ Decide key logistics, like ticket cost, duration of event, venue
- ☐ Develop an event master plan
- ☐ Create an event budget
- ☐ Brand your event and begin publicity
- ☐ Contact sponsors
- ☐ Plan and contact people for activities/speakers etc
- ☐ Launch ticket sales
- ☐ Coordinate with event suppliers (catering, equipment, etc)
- ☐ Manage event day set up and execution
- ☐ Conduct a thorough evaluation of your event

Keeping a spreadsheet of all your actions, ideas, budget etc. is a good way to keep track – we have examples we can share.

Other areas to consider:

Advertising

If no one knows you're doing something, they won't be able to join! Use social media, word of mouth and physical flyers etc. to publicise your event. We are happy to give you a shout out on our social media.

Sponsorship

If you want to have prizes or need a space or even want drinks/food you could look for sponsorship of your event. ABS do have sponsors who often support us, and we can support you to find your own as well. Always think about your offer and how you might be able to help your sponsors – a good sponsorship agreement often involves benefits for both parties, like marketing.

If you are hosting an event, you may want to look for sponsorship where another organisation funds part of your events. We have built good relationships with a number of organisations who may wish to sponsor your events.

You can get in touch with us if you are looking for sponsorship, although we cannot guarantee financial support.

The legal bit

ABS can't accept liability for your fundraising activity, so you will need to consider some of the legal issues when planning an event.

With larger events, we would always recommend getting public liability insurance. We are always on hand to help with advice, and there's lots of available resources online from places like the Fundraising Regulator and HSE.

Health & Safety

You are responsible for the health and safety of people attending your event, so make sure you follow all the professional advice relating to your venue and equipment, and always read the terms and conditions. Depending on your event, you may need to carry out a risk assessment to understand exactly what the health and safety requirements are and contact your local authority or Health and Safety Executive. www.hse.gov.uk has lots of guidance that you can refer to.

"The work of ABS aligns with one of my life mottos which is to 'Give without expectation!' The team at ABS do exactly that, they are a group of dedicated people providing a vital lifeline for past and present members of the wider architectural profession and their families in times of need.

"Some of my proudest moments as an Ambassador has been seeing the positive impact ABS has had on those I have recommended reach out to the organisation in times of difficulty."



I love raising greater awareness of this AWESOME charity and seeing people's eye light up when they realise that there is a wide range of help available to them should they require it."

Yemi Alderun,
Development Manager, Enfield Council

Corporate Partnership Scheme

One of the ways in which Ambassadors can help ABS to build relationships and secure donations for us is through our ABS Corporate Partnership Scheme.

Regular donations from corporate partners enables us to plan long term and continue to support the architectural community with our support services. It means we can expand our support services, broaden who we can help and look at different ways of serving the community.

Our scheme consists of three levels depending on the annual amount pledged.



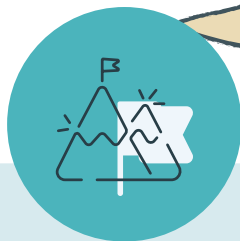
Foundation
£1000+
per year

This could pay for 5 Wellbeing assessments (£1,000)



Keystone
£2500+
per year

This could help 6 people to get back to work through a job search support programme (£3,000)



Pinnacle
£5000+
per year

This could pay for a housing grant for 12 families (of 4) for one month (£5,000)



The value of our Ambassadors in representing and advocating for our work alongside making introductions to practices is incredibly influential and significant. We are relying on you, our Ambassadors, to achieve this.

Our scheme is designed to:

- enhance the corporate social responsibility profile of our corporate partners
- enable long term relationships between us and our corporate partners
- provide engagement opportunities with their employees via our own events which have all been designed to emphasise wellbeing, creativity and taking some time to connect with colleagues
- contribute to sustainable funding for ABS, enabling us to continue to provide much needed help for those who need it
- reach out to more people who may need to contact us for help.

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Priya's Story

“After struggling with anxiety and depression throughout her teenage years, Priya thought University would be a fresh start. However, following a personal tragedy she felt unsupported by her peers and she shut herself off from many people. She successfully qualified as an Architect and got involved in many extra-curricular activities. However, Priya still found herself needing to feel accepted by others and started to doubt herself and what she was doing. Trying to balance the hectic life she had built for herself and the quiet life she needed was a challenge.

Priya contacted ABS for support. Within a matter of days, she was booked to have Cognitive Behavioural Therapy (CBT) sessions and general counselling sessions. Since then, she has started to identify the triggers that could affect her mood. She's changed her lifestyle making time for the gym, meditation, and has been active as a Mental Health First Aider and ABS Ambassador.”

Our policies in brief

The full versions of our Policies are all available to download from the Ambassador Portal, but it's important that you have awareness of the following policies and procedures.

Ambassador annual review

We do not have a fixed term for Ambassadors as we wish to enable as many people as possible to support the charity for as long as they are able to do so.

An annual review is conducted of the work done by all Ambassadors throughout the year. Any Ambassador that has not been 'active' for 6 months will be contacted and may be removed as an Ambassador if unresponsive. This may mean that any biography etc on the website will be removed until such time as the Ambassador reconnects with ABS. We encourage all Ambassadors to get in touch directly with a member of the ABS Development Team to raise any concerns over ability to perform Ambassador duties. ABS will endeavour to reconnect with an 'inactive' Ambassador and no Ambassador will be unreasonably removed from the program.

It is the responsibility of the Ambassador to ensure ABS is updated with any changes in contact details or personal situation relating to the role.

Representing us

When carrying out voluntary work for ABS you are a representative for us, both online and offline. You're responsible for presenting a positive image of ABS and must share our values. If you are ever unsure about what to say or write, just ask us for tips and advice. We also have a Social Media Policy available.

Health & Safety

ABS has appropriate types of insurance in place to cover our volunteers. We are committed to ensuring your wellbeing and safety while volunteering for us. Our Health & Safety policies are always available, just get in touch.

Your expenses

ABS believes no one should be out of pocket through volunteering. If you incur any expenses, such as travel costs to meet ups you can expense this or you can offer the amount as a donation if you prefer.

The full T&Cs are available on the Portal.

Confidentiality

You may have access to confidential information relating to ABS, our beneficiaries, and associated partners through your volunteering. We expect you to keep this information confidential and not to disclose this.

Data Protection

Personal data about our volunteers is held in line with data protection legislation. All volunteers have the right to access any personal information that is held by ABS.

When handling any personal data, such as for your own events you must operate within current legislation.

Resolving concerns

In the event you have any problems or concerns about your role as an Ambassador, please speak to a member of the ABS Development Team as soon as possible. We take any concerns seriously and will make every reasonable effort to resolve them in line with our own internal policies.

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Finally, from all of us here a *big thank you* for being an ABS Ambassador.

Since 2017, this programme has grown and expanded, and become a key part of our work to support the architectural community and those closely connected. Your role is vital in making sure we keep reaching as many people as possible and ensure that they can get the support that they need when they need it.

*We cannot do this without you, so thank you
for being a part of our story.*

ABS helpline **020 3918 8588**

[Mon – Fri, 9am – 5pm]

or email

help@absnet.org.uk

f @ArchitectsBenevolentSociety

@ ArchBenSoc

in /architectsbenevolentsociety

Visit **absnet.org.uk** for more

