

Valuing volunteers

0:08

Hello everyone.
大家好。

0:10

I'm Morna Dason-Barber.
我是莫娜·达森-巴伯。

0:11

I'm the People Director at the IET and since January my role has broadened to take on the leadership for our Volunteer Excellence team.
我是英国工程技术学会（IET）的人力资源总监，从今年1月开始，我的职责范围扩大，同时负责领导志愿者卓越团队。

0:22

Now that's the team responsible for the recruitment, onboarding, training and support of all of our volunteers, and I'm sure you will have interacted with many of them since starting to volunteer with us.
这个团队负责我们所有志愿者的招募、入职、培训与支持工作，我相信自从你成为我们的志愿者开始，一定已经和他们中的很多人打过交道了。

0:39

Now it's National Volunteers Week, and it seemed the ideal time to bring you up to speed with some of the work underway since you first heard about our Volunteer Transformation Plan that Ed and Dawn briefly shared with you in their video earlier this year.
现在正处于全国志愿者周，我觉得这是一个绝佳的时机，向大家同步最新的工作进展——今年年初埃德和道恩已经在他们的视频里，向你们简要介绍过我们的志愿者转型计划。

0:58

But first and foremost, thank you sincerely for everything you do and for the immense contribution that you make to the IET.
但首先，我必须真诚地感谢大家所做的一切，感谢每一位志愿者为IET作出的巨大贡献。

1:10

Volunteering is at the heart of our strategic goals, and we know we simply can't achieve our aims without you.
志愿服务是我们战略目标的核心，我们清楚，没有你们，我们根本无法实现既定目标。

1:18

As Dawn rightly said in her President's Address, you are the powerhouse of the IET.
正如道恩在她的主席致辞中所说：你们就是IET的动力源泉。

1:27

So what do we mean by our volunteer transformation?
那么，我们所说的志愿者转型究竟指什么？

1:31

Simply put, we have an ambition to be the best place to volunteer for engineers and technicians who want to make a real impact on their institution, on their sector and on wider society.

简单来说，我们的目标是，把IET打造成为工程师和技术人员心中最棒的志愿平台——让每一位志愿者都能真正为学会、行业乃至更广阔的社会创造实实在在的价值。

1:50

Now we know that that ambition doesn't happen without a clear and targeted plan that ensures we make it easy to volunteer for the IET.

我们也清楚，要实现这个目标，必须有清晰明确、针对性强的规划，才能让大家在IET更加方便的参加志愿服务活动。

2:00

That your experience is frictionless, that you are volunteers, really feel like individuals and we offer you a personalised approach.

我们要做的，就是让你的志愿体验畅通无阻，让每一位志愿者都能感受到个性化的专属服务，被真正当作独立个体对待。

2:11

That we recognise that you are incredibly busy and so time volunteering with us is time well spent and that you feel you are making a difference.

我们深知您非常忙碌，因此你们在这里奉献的每一分钟都有其价值，要让你们切实感受到自己的付出正在产生积极影响。

2:23

That you can develop personally and professionally through your work with us and that every interaction that you have with us reflects that.

你能通过在IET的志愿工作实现个人与职业的双重成长，并且你和我们的每一次互动都能体现出这一点。

2:32

Our colleagues have a volunteer first mindset.

我们的同事都秉持志愿者优先工作理念。

2:37

So we have been really busy this year, building on a long legacy of successful volunteering. 因此今年我们一直马不停蹄，在我们多年志愿工作成功积累的基础上继续推进。

2:43

But there is still more for us to do and we know that, and we are committed to doing everything that we can to further improve and ensure you have the best experience with us.

但我们清楚，仍有许多工作需要完成；我们也承诺，会尽一切努力持续优化，确保你能获得最优质的志愿体验。

2:56

Our transformation programme has already been shaped by your feedback, such as the listening sessions that you may have been part of last year.

我们的转型计划早已融入了你们的反馈，比如去年不少人参与过我们的倾听座谈会。

3:05

We've had feedback from the annual survey, from our EngX forums, from governance and from our Trustees and our programme and the plans that we've got will continue to be shaped by your feedback and with your input.

我们已经从年度调研、EngX论坛、治理部门以及董事会那里收集到了很多反馈，后续我们的项目和规划也会继续参考大家的反馈与建议来推进。

3:26

You may have heard that we are working towards Investors in Volunteering accreditation, which will provide a robust framework to inform their transformation programme and really ensure we're delivering best practise across every aspect of your volunteer journey and experience with us.

您可能已经了解到，我们正在努力争取获得“志愿者投资”认证。这一认证将为我们的转型计划提供一个坚实的框架，切实确保我们在您参与我们的志愿者活动的每一个环节和整个过程中都能贯彻最佳实践。

3:46

Now, before I hand it over to Lydia, who is our Volunteer Experience Manager, who's going to share with you just some of the work underway, I wanted to introduce you to Tom Barrasso, who's our very talented volunteer Transformation Programme Manager, who has recently joined the IET.

在我把发言权交给我们的志愿者体验经理莉迪亚之前——她会为大家具体介绍目前推进的各项工作，我想先给大家介绍一下汤姆·巴罗索，他是非常出色的志愿者转型项目经理，近期刚刚加入IET。

Introduce volunteer transformation programme

0:08

Hi, I'm Tom and I'm the Volunteer Transformation Programme Manager.

大家好，我是汤姆，是本次志愿者转型项目的负责人。

0:12

I joined the IET just over a month ago and I have 13 years' experience delivering change and projects within the public and voluntary sector and I'm so excited to be here at the IET.

我一个多月前才刚加入IET，我在公共部门和志愿领域拥有13年的变革与项目落地经验，能够加入IET我感到非常兴奋。

0:23

Our programme has one purpose, as Morna has mentioned, and that's to make our ambition to be the best place to volunteer for engineers and technicians a reality.

正如莫娜刚才所说，我们这个项目只有一个核心目标：就是把“成为工程师和技术人员心中最佳志愿平台”的愿景变成现实。

0:31

It's a real privilege to be able to lead this programme.

能够牵头这个项目，我倍感荣幸。

0:34

The IET simply wouldn't exist without the dedication, passion and everyday commitment that you all show through your volunteering roles.

如果没有各位志愿者在岗位上的奉献、热忱与日复一日的坚守，就不会有今天的IET。

0:41

And I'm also very much struck by the magnitude and responsibility that comes with leading the programme like this, not just for the IET, but for you as well, but every single person who gives their time willingly and freely and wholeheartedly to volunteer for the IET.

同时，我也深深感受到牵头这个项目的分量与责任——这份责任不仅是对IET，更是对你们每一位，对每一位心甘情愿、毫无保留、全心全意地为IET奉献时间的志愿者。

0:55

The programme been very much shaped by your feedback and your suggestions, and we're committed to making sure that your voice continues to drive the programme going forward.

我们的项目从一开始就融入了大家的反馈与建议，未来我们也会始终以大家的声音推动项目向前发展。

1:02

So my ask is simple.

所以我的请求很简单：

1:03

Please keep feeding back to us.

请大家继续给我们反馈。

1:06

We are listening and we want to make sure that we're focusing on the right things.

我们一直在倾听，也需要确认我们的方向是正确的。

1:09

At the end of the day, it's your experiences that tell us whether we're moving in the right direction and whether we're focusing on the right things.

归根结底，你们的真实体验，才是判断我们方向是否正确、工作重点是否合理的唯一标准。

1:18

The scope of the programme is very broad.

这个项目的覆盖范围非常广：

1:20

It covers everything from the start of the volunteer journey.

它涵盖了志愿者旅程的整个过程，包括始末。

1:22

So people expressed an interest all the way through to saying farewell to volunteers and

we have a clear idea about a lot of the things that we want to focus on and the things that we want to develop.

因此，人们从一开始就有参与的热情，到最后还与志愿者们道别。我们对于想要重点开展的工作以及想要发展的方向已经有了清晰的认识。

1:33

However, we also felt it was really important that we have an external and independent appraisal of how we are working with volunteers as well.

然而，我们也认为，对我们的志愿者工作方式进行一次独立且客观的评估确实非常重要。

1:40

So that's why we're investing in the investing in volunteers accreditation.

这就是为什么我们要投入资金用于志愿者资格认证的原因。

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As Morna has already mentioned, this will give us a clear framework to work to.

正如莫娜所提到的，这将为我们提供一个明确的行动框架。

1:49

We've already started this process and we're very much on the journey.

目前我们已经启动了申请流程，一切都在稳步推进中。

1:52

The recommendations from those assessors will very much help shape our programme and our priorities alongside all of the feedback that you've given us as well.

这些评估人员提出的建议将极大地有助于我们完善项目规划和确定优先事项，同时也将与您所提供的所有反馈意见相辅相成。

2:01

However, and this is really, really key, just getting the accreditation, delivering projects or delivering outputs is only the start.

但有一点非常关键：拿到认证、交付项目、产出成果都只是开始。

2:09

The most important thing is that we also supporting people along this journey and that includes staff as well as yourselves as volunteers to make sure that any change that we make is sustainable long term and is going to achieve our ambition.

最重要的是，我们要在整个过程中为所有人提供支持——包括内部员工和各位志愿者，确保我们做出的每一项改变都能长期持续，最终实现我们的愿景。

2:23

I really hope to meet many of you soon and I hope to be work with you as well.

我非常期待能早日和大家见面，也期待能和各位一同共事。

2:27

Thanks.

谢谢大家。

Appreciation, recognition

Thank you, Tom. And now let me hand over to Lydia.

谢谢你，汤姆。接下来我把发言交给莉迪亚。

0:02

I'd like to share a quick update on how we've been looking to improve your experience as a volunteer with us.

我想简要介绍一下我们是如何努力提升您作为我们志愿者的体验的。

0:07

Starting with onboarding, we've been focusing on creating a more consistent and fair experience for everyone that's coming in.

首先从入职说起：我们一直在努力，为每一位新加入的志愿者打造更统一、更贴心的入职体验。

0:13

Some of the key changes include the implementation of a new welcome pack as well as checking emails, really with the aim of helping new volunteers understand what to expect and feel supported from day one.

其中一项核心调整是推出了全新的欢迎礼包，同时优化了入职邮件沟通，目的就是帮助新志愿者提前清楚预期，从第一天就能感受到支持。

0:23

Enrol.

再说到注册登记

0:24

On the other side to that, we've also been looking at offboarding.

另一方面，我们也在优化离职流程。

0:27

This is still developing, but the aim is really to make sure that you have a positive close to your journey and know that the door is always open for you to return.

目前这项工作还在推进中，核心目标是让大家能带着积极的感受结束这段志愿旅程，并且让大家知道：IET的大门永远向你们敞开，随时欢迎回来。

0:35

This could include capturing your feedback, recognising your contribution and helping you stay connected if you want to.

优化内容包括收集大家的反馈、正式认可你们的贡献，以及如果大家愿意，可以保留联系渠道方便后续互动。

0:41

Recognition is another big area of focus.

认可与表彰是另一个核心发力方向。

0:44

We're exploring more ways to celebrate you.
我们正在探索更多方式来为大家喝彩。

0:46

This includes things like our newly launched Volunteering Excellence Awards, written spotlight features on EngX and in our member news, and even our upcoming Festival of Volunteering in September.

这包括诸如我们刚刚推出的“志愿服务卓越奖”、关于 EngX 的专题报道以及在会员新闻中出现的内容，甚至还有我们将于 9 月举办的“志愿服务节”等事项。

0:56

We really wanted to create more opportunities to say thank you and share your stories.
我们希望创造更多机会，向大家表达感谢，分享你们的志愿故事。

1:01

We understand that at the core for you is the chance to give back to the engineering community, so we also want to do better at showing the impact that you are having and how your time is helping drive our mission forward.

们明白，大家参与志愿的核心出发点是回馈工程界，因此我们也需要做得更好：向大家清晰展示你们付出带来的影响，告诉大家你们奉献的时间是如何推动我们的使命向前发展的。

1:11

Ultimately, everything that I've shared today, plus a lot more that's happening in the background, is all about making the experience more supportive and more rewarding for you at every single stage.

总的来说，今天我介绍的所有工作，加上后台很多还在推进的项目，最终目的只有一个：让大家在志愿旅程的每一个阶段，都能获得更充足的支持、更有价值的收获。

Technology and data

Hello, I'm Michelle, and I'm the Volunteering Operations Manager leading the central Volunteering Excellence Team.

大家好，我是米歇尔，担任志愿者运营经理，负责领导志愿卓越团队

As part of our transformation programme, we're also focusing on data and technology. Our aim is to create a simpler, more accessible experience across our systems while addressing the challenges you currently face.

作为我们转型项目的一部分，我们目前也将重点放在数据与技术领域。我们的目标是在全系统范围内打造更简便、更易访问的使用体验，同时解决大家目前面临的各类难题。

We will actively gather your input throughout this process to ensure any improvements deliver real efficiencies and that investments in systems and technology achieve meaningful impact.

在整个推进过程中，我们会主动收集大家的反馈意见，确保任何改进都能真正提升效率，保障在系统与技术上的投入取得切实成效。

We've already made progress by upgrading our learning management system to a more flexible and powerful platform. This allows us to design and deliver learning in ways that

enhance your training experience.

目前我们已经取得了阶段性进展：已将学习管理系统升级为更灵活、功能更强大的平台，这让我们能够以更优的方式设计和开展教学，提升大家的培训体验。

We also want to strengthen how we collect and use your data. By doing this, we can better support your volunteering goals within the IET and more effectively capture the impact you're making on our mission and the wider engineering community.

我们还希望优化数据收集与使用的方式。通过这项改进，我们可以更好地在英国工程技术学会（IET）内支持大家的志愿目标，更有效地记录大家对我们的使命以及更广泛工程界所做出的贡献。

Improved data will also help us enhance our communication and engagement with you, making sure you receive relevant information at the right time to support you in your role. 完善的数据体系还能帮助我们提升和大家的沟通互动质量，确保大家总能在合适的时间收到对应信息，更好地开展志愿工作。

Alongside this, we are developing strategies to enable more effective two-way communication, including structured and regular opportunities to gather your feedback and for us to respond.

除此之外，我们正在制定策略以实现更高效的双向沟通，包括搭建固定、定期的渠道来收集大家的反馈并作出回应。

And as with any transformation programme, we're reviewing our internal processes and procedures. Our focus is on making them more efficient and effective using automation wherever possible and always keeping you and your volunteering experience at the centre of everything we do.

和所有转型项目一样，我们也在梳理内部流程，重点是通过尽可能推广自动化让流程更高效实用，始终将志愿者本身和志愿体验放在所有工作的核心位置。

Learning and development

0:11

Hi, I'm Lou Parfrey, Volunteer Training and Development Manager within the Volunteer Excellence team.

大家好，我是卢·帕弗里，是志愿者卓越团队的志愿者培训与发展经理。

0:18

I wanted just to take a moment to share some exciting plans around how we're expanding our volunteer training and development.

下来我想花一点时间，和大家分享我们在拓展志愿者培训与发展项目上的一些振奋人心的规划。

0:27

We know that volunteering with the IET isn't just about giving your time and you give so much, it's also about what you can gain in return.

我们清楚，大家在IET参与志愿活动，不只是单纯奉献时间，你们已经付出了太多；同时这段经历也应当给你们带来收获与成长。

0:38

So we're putting a stronger focus on personal development opportunities that can support

you wider.

因此我们现在更加重视能够为你们提供更广泛支持的个人发展机会。

0:45

That means clearer pathways to build your skills, more structured learning and opportunities that will help you grow individually and professionally.

体来说，我们会搭建更清晰的技能成长路径，推出更系统化的学习内容，为大家的个人和职业发展创造更多机会。

0:56

Whether that's developing technical expertise, improving your leadership skills, or gaining experience that supports your future goals.

无论你是想提升专业技术能力、锻炼领导力，还是积累能助力你未来发展的经验，都能在这里找到对应的支持。

1:06

Most importantly, we want to make sure that you are getting what you want from volunteering, that you feel you're progressing, developing and making the most of your time with us, your institution.

最重要的是，我们希望确保你能从志愿活动中收获自己想要的东西，让你切实感受到自己在进步、在成长，能充分利用好在IET——也就是我们这个学会——的这段宝贵时间。

1:21

This is just the start and we will be sharing more details in the future, but for now, thank you as always for everything that you do.

目前这些还只是起步，未来我们会公布更多细节，现在，请允许我再次向大家一直以来的所有付出表示感谢。

Governance Review

Hi, I'm Dawn Ohlson, the President of the IET.

大家好，我是道恩·奥尔森，英国工程技术学会（IET）主席。

And I'm Chris Knibb, Governance and External Engagement Director.

我是克里斯·尼布，治理与对外事务总监。

Back in March, we shared an update on the governance review.

早在今年三月，我们就发布过治理审查的最新进展。

And since then, we've been gathering feedback from volunteers.

自那以来，我们一直在收集志愿者们的反馈意见。

Just to recap, the board set up a working group in 2024 to review how we're structured and make sure it reflects best practice and what actually needs governing.

先简单回顾一下：理事会在2024年成立了一个工作组，对我们现有架构进行审查，确保架构符合最佳实践，同时匹配实际的治理需求。

The board also asked us to share early proposals with you so we could hear your views and

improve them.

理事会也要求我们提前向大家公布草案，倾听大家的意见来优化方案。

Thank you to everyone who took the time to get involved. Your feedback has been really valuable.

感谢所有抽出时间参与反馈的朋友，你们的意见非常宝贵。

We've now reviewed all of that feedback and made changes to the proposed structure. So, your views really have helped shape our proposal.

目前我们已经梳理完所有反馈，并对拟议架构做出了调整，也就是说，你们的看法实实在在帮助完善了最终方案。

The updated proposal was discussed by the board last week and will be working through our next steps in the coming days.

上周理事会讨论了更新后的提案，接下来我们会在近期推进后续工作。

And later this year, we'll be sharing the proposal more widely with members, the Engineering Council and the Privy Council.

今年早些时候，我们会向全体会员、工程委员会以及枢密院公开这份提案。

So, thanks again for your support.

再次感谢大家的支持。

Our local and technical networks are so important to the objects of the IET and are found in principles to share knowledge amongst engineers and others.

们的本地与专业网络对IET的宗旨至关重要，其核心原则就是在工程师及其他群体之间共享知识。

Over the past year, we've been working with volunteers across our local and technical networks to understand how we can improve things and how we can make changes to the delivery model. That model has been in existence for about 20 years and there's certainly ways that we can improve it, such as how we plan and how we budget.

过去一年，我们和来自各个本地与专业网络的志愿者合作，梳理可以优化的方向，研究如何调整现行交付模式——这套模式已经沿用了近20年，确实还有不少可以改进的空间，比如规划和预算流程。

We want to make things much more easy and agile for our network so they can concentrate on delivering activities rather than the bureaucracy that sometimes comes with it.

我们希望让网络运作更简便灵活，让大家能把精力放在开展活动上，不用被繁琐的行政流程拖累。

Thank you to all the volunteers who've helped with listening sessions and workshops, and we can hear your frustrations, but also hear how we can improve things. It's really appreciated.

感谢所有参与访谈和研讨会的志愿者，我们听到了你们的困扰，也明确了优化方向，非常感谢大家的付出。正如我刚才所说，目前已经有和志愿者协作的工作组在推进这些改进了。

As I say, there's work streams already going on with our volunteers to make those improvements. And we have a survey out currently where we want to get your views on how we can make the improvements even better. If you're a local and technical network

volunteer, please complete that survey. It closes at the end of this week.

现在我们还发布了一份调查问卷，希望收集大家的看法来让优化方案更完善。如果你是本地或专业分会的志愿者，请一定要填写这份问卷，问卷将于本周末截止。

Once again, thanks for everything you do for the IET.

再次感谢大家为IET所做的一切贡献。

Close and thank you

4:16

So I hope that you have enjoyed hearing about just some of the work undertaken so far and feel reassured that we are focusing on the right things that will really enhance your experience as a volunteer with us.

希望大家听完目前已开展的这些工作介绍后能感到放心：我们的工作方向是正确的，这些调整切实会优化大家的志愿体验。

4:32

This is a programme that we will develop for you, with you.

这个转型项目自始至终都是为你们打造，并由你们共同参与建设。

4:37

So there will be many more updates and opportunities to get involved soon.

快我们会带来更多进展更新，也会开放更多让大家参与的机会。

4:43

But for now, once again, sincerely thank you for everything you do, the impact that you have, and the immense contribution that you make to the IET.

最后，请允许我再次真诚地感谢大家所做的一切，感谢你们带来的积极影响，感谢每一位志愿者为IET作出的巨大贡献。