



Volunteer Recruitment and Retention Policy

Blaydon Tennis Club uses appropriate means to advertise for volunteers, taking into account the principles of its equal opportunities and diversity policy.

The following areas are taken into consideration when recruiting a volunteer:

- Does the volunteer hold relevant and current qualifications for the role (if necessary)?
- Do they have the skills necessary to undertake the role?
- Do they have experience of working with the age group/level of player?
- Where was the previous experience gained?
- Does the volunteer agree to undertake any required training courses?
- Do they hold adequate insurance cover (if necessary)?

Potential volunteers will meet with the volunteer co-ordinator and/or a member of the management committee to assess their suitability for the role.

A full job specification is available for each volunteer role, complete with responsibilities and key contacts within the club and beyond.

We adhere to national safe recruitment procedures, which means people wanting to work in regulated activity with children, young people or adults at risk are required to undertake an Enhanced DBS check and/or Barred List check.

An induction will be prepared/delivered by a member of the management committee. This will include:

- A job description of the role, complete with responsibilities and time commitments
- A list of all other management committee members, with role and responsibilities
- A copy of the following policies (where appropriate) and any other role-specific documentation
 - Safeguarding
 - Equality and Diversity
 - Volunteer Recruitment and Retention
 - Etiquette
 - Photography and Recording
 - Conflict of Interest
 - Complaints and Feedback

The volunteer will receive support and regular supervision sessions from a named management committee member.

The club has a valid insurance policy which volunteers are advised to read.

Resolving Problems

The relationship between Blaydon Tennis Club and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that the club is able to maintain its agreed standards of service to members, and it is equally important that volunteers should enjoy making their contribution.

If the work of a volunteer does not meet with the club's standards, these steps will be taken:

An initial meeting with the volunteer worker will explain the concerns. If this does not resolve the concern, then a meeting with the chair of the management committee will be convened. If the volunteer's work still does not meet with the standards, then the management committee shall have to stop using their services.

If the volunteer is dissatisfied with any aspect of their work they should:

Give an initial explanation of their dissatisfaction to their named management committee member. If that does not resolve the concern, then a meeting should be convened with their named management committee member. If that does not resolve the issue, then a formal meeting with the chair of the management



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committee should follow. If, after this, the club is still unable to resolve the grievance, then it would be inappropriate for the volunteer to continue in their role.

At all times, the volunteer will be free to state their case and a friend can accompany them.

Additional Guidance Notes

Recruiting NEW Volunteers

Ensure administration is in order before proceeding:

- Simple job description – see the basic templates in the ‘management’ resource section of the LTA website
- Produce features/articles about a particular role in emails and/or on the website this will help bring the role to life for potential volunteers (Remember to put some emphasis on having fun/being social and could offer a chance for individuals to re-use old skills, or learn new ones)
- Fixed term appointments help in open recruitment so people know they will have the opportunity to apply for roles in the future
- Ensure you are ready to do an Enhanced DBS check and/or Barred List check (if necessary)
<https://www3.lta.org.uk/Footer/about-us/Policies-and-Rules/Online-DBS-Checks/>
- Make sure the management committee agrees with the recruitment plans
- Make sure information is sent out to all enquirers and that anyone answering the clubhouse phone is aware that the club is looking for volunteers and what to do next

Recruiting Young Volunteers

The volunteer co-ordinator should encourage youngsters to get involved in running tennis and social events, to help at practice sessions and to be responsible for some administrative functions of the junior section.

Consider the following when recruiting young people:

- Reflect the different motivations that young people will have to volunteer
- Use new media platforms to communicate messages
- Work with Student Volunteering England to attract those still in education
- Work closely with educational institutions and school sport partnerships – they have often already done the recruitment and are looking for placements for their young people

Additional Training for Young Volunteers

The Tennis Leader Awards and Competition Organiser Course encourage young people to take an active role in the club’s tennis programme. Children 14+ years old can attend courses provided by our coaching provider “Gateshead Tennis” and benefit from practical experience.

Tennis Leaders covers the basics of planning, organisation and communication through to media and communications. Throughout the course the youngsters are encouraged to become further involved in tennis as a volunteer, coach or official.

The competition organiser course provides the basics of planning, organising and running low level, good quality competition.

Both courses are an excellent way to retain junior members, as well as enhance the human resource available to assist the coach, junior co-ordinator and competitions co-ordinator.

Valuing and Retaining Volunteers

Volunteers are the lifeblood of the club; the club wouldn’t be able to function without the tireless support it receives from its volunteers. So it is important their efforts are acknowledged.



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Actions that can be taken to ensure volunteers feel that their role and their actions are important include the following:

- A simple thank you – from a senior management committee member
- Club awards - nominate volunteers for long service awards
- External awards - nominate volunteers for awards that recognise the contribution of volunteers
- Team branding – sweatshirts and T-shirts specifically designed for the volunteer group within the club
- A volunteer membership package - some examples include discounted membership fee for the year, or discounted tournament/match entry fees
- Expenses – consider reimbursing volunteers for their expenses e.g. travel and telephone calls

Recognising the worth of volunteers in more general terms is important, in terms of underpinning the recruitment and retention plans for volunteers. If members understand the importance of the 'backroom staff', the roles and tasks they undertake and the fun they have in performing these roles, it will certainly be easier to recruit new volunteers in the future. This can be done by:

- A poster display – on a noticeboard, showing different roles and volunteers
- A website feature - acknowledging the support of listed volunteers

Retaining Young Volunteers

Don't expect young volunteers to stay forever. Many will go to university or the club will lose them while they establish their career. However, if they have had a good experience, they are much more likely to stay or at least return to the club at a later date.

Where to find Volunteers

The most obvious place to look for volunteers is from within the membership or the wider family (eg. parents), but there are people in the general community who would like to volunteer to help at a sports club for lots of reasons, but aren't aware that the opportunities are available.

Remember to advertise don't just rely on word of mouth or a list of vacancies on the notice board to attract volunteers.

Before deciding where to look for volunteers, decide what specific role the club would like the volunteer to play, as this will help identify the best method for recruitment and ensure it gets the best person for the job, for example:

- If looking to rewrite your constitution or develop a business plan look at organisations like ProHelp or Reach (both organisations are committed to making a difference in their local community by providing free advice and professional support).
- If looking for someone to help promote the club locally it may be best to use an existing member who has an understanding of the place and can therefore promote it effectively to the local community.

Some advertising ideas:

- Designing a snappy leaflet or flyer to attract attention and attach it to an email to parents and families or even past members to see if you can attract them back.
- Stage an active recruitment day to coincide with a popular event. At the active recruitment day make sure you have detailed role descriptions, offer flexible opportunities such as sharing roles and ask existing volunteers to talk about what they get out of volunteering.
- Consider using agencies that help in the search for volunteers (listed at the end of this policy).



Have you thought about looking for volunteers outside your place to play?

Lots of people want to volunteer for a variety of reasons. :-

- To build self confidence
- Meet new friends
- Try out new types of work
- Make a difference to other people's lives
- Learn new skills
- Get training and qualifications
- Network
- Get satisfaction from doing something useful

Where to advertise?

Local Volunteer Centres provide support at a local level for individual volunteers and volunteer involving organisations. They have a list of volunteers in your local area and can promote opportunities:

www.volunteering.org.uk/WhatWeDo/Local+and+Regional/findoutaboutvolunteeringinyourarea.htm

Volunteering England - www.volunteering.org.uk

Community Service Volunteers (CSV) - www.csv.org.uk/Services/Need a Volunteer/

Criminal Records Bureau - www.crb.gov.uk

Do-it.org.uk - www.do-it.org.uk/needvolunteers

ProHelp - www.prohelp.org.uk

Reach - www.reach-online.org.uk

TimeBank - www.timebank.org.uk Resolving problems