



Policy 2: VOLUNTEER POLICY Recruitment and Retention

1. Introduction

Henfield Tennis Club (HTC) depends on volunteers to run the club. It is always seeking volunteers to help with the various tasks and to stand for election to the management committee. It takes into account the principles of equal opportunities and diversity when recruiting.

2. Management Committee

A description of the roles and responsibilities of members of the management committee is available. A criminal records check with the Criminal Records Bureau will be requested and references taken up where required e.g. if the role involves working with children.

The management committee is elected every year at the AGM, in accordance with the Rules of the Club. HTC aims to have a management committee which makes decisions in the interests of the club and is fair to the membership.

2.1 Induction

Induction will include:

- Agreeing a job description detailing the role (or parts of a role), complete with responsibilities and approximate time commitments
- Details of the other management committee members, and their specific roles and responsibilities as well as the general responsibilities of the management committee
- Awareness of policies and procedures:
 - Welfare which covers Health And Safety; Equality And Diversity; Child Protection; Safeguarding; Anti-Bullying; Whistle-blowing; On-Line Safety and Communication; Photography And Filming Of Children Guidelines
 - Volunteer Recruitment and Retention
 - Accidents & Emergencies
 - Complaints and feedback
 - Other relevant documentation for the specific role

HTC's Regulations include its Code of Conduct. The provisions within the Regulations apply equally to members carrying out tasks around and on behalf of the club.

2.2 Fit and Proper Person

Each member of the Committee must satisfy HMRC's fit and proper person test to be involved in the general control, management and administration of the Club and must declare that he is a fit and proper person prior to being elected.

3. Resolving Volunteer Problems

The relationship between HTC and its volunteers is entirely voluntary and does not imply any contract. However, it is important that HTC is able to maintain its standards, and that volunteers should gain satisfaction from making their contribution.

If your work as a volunteer does not meet with the club's standards, a Committee member will discuss the concerns with you. If this does not resolve the concern, then the Committee will have to stop using your services.

If you are dissatisfied with any aspect of your work you should explain your dissatisfaction to a Committee Member and if that does not resolve the issue, then you can request a formal meeting with the Chair of the Committee. If, after this, we are still unable to resolve your grievance, then it would be inappropriate for you to continue as a volunteer.

At all times, you will be free to state your case and a friend can accompany you.

This volunteer policy is freely accessible to all and will be reviewed on a 2 yearly basis.

Additional Guidance Notes are available on the LTA web site <http://www.lta.org.uk/clubs-schools/Resources-management/> .