



SHTC Safer Recruitment Policy October 2019

SHTC wishes to ensure the safety and wellbeing of its members whilst playing tennis and enjoying events at the club house.

Recruiting Volunteers

Currently at SHTC we do not recruit volunteers to work with children or young adults. If this situation arises we would appoint a **Volunteer Co-ordinator** to oversee the recruitment process.

The Co-ordinator would firstly advertise the roles either on the club house notice board, on the website or in the local paper. DBS requirements would be made explicit on the advert. References must be taken up before interviews are held.

Matching a person to a role must be based on a skills audit to ensure the most appropriate person is found for the role. A criminal record check must be conducted and the process overseen by the coordinator.

The Co-ordinator is also responsible for finding volunteers for the club committee.

Increasing diversity

It is important to have a committee that is reflective of the membership of the tennis club and the community. The Co-ordinator should seek to monitor the diversity of the membership and prioritise any groups that are under- represented. All volunteers must feel welcome and supported.

If Volunteers are required at SHTC to work with children and young people the Safer Recruitment process will be followed and once appointed volunteers will sign a Volunteer Agreement Form. This will formalise the appointment and clarify the role.

Role Profiles for Committee members

Ballot Administrator Role Description

Overview of the role

The Ballot Administrator is responsible for allocating the Wimbledon tickets assigned to your registered venue each year.

What the role involves

Exact responsibilities will be agreed but will likely include:

- Being the main point of contact for members and the LTA in relation to Wimbledon tickets
- Agreeing the best system to run the ballot for your membership, either online or a manual, paper-based system
- Ensuring compliance with the LTA ballot guidelines
- Distributing online or by printed form an application form for members to ask if they would like to be part of the ballot
- Collecting all applications and selecting winners together with the chair, secretary or appointed management committee representative
- Notifying members who are successful and assign tickets to them online
- Re-allocating returned tickets to members

Skills and experiences needed for the role

- Good personal skills – being approachable and friendly
- Good IT and communication skills
- Good organisation skills and good attention to detail
- Having integrity – following processes and systems fairly

Training and support available

Before starting in this role, you will receive training from [] who will go through the process with you. You will receive ongoing support from [].

Commitments

- As a guidance, this role is likely to take an average of [] hours per week during the ballot period (March-May)

Further Information

- This role does not require a DBS check

Chairperson Role Description

Overview of the role

The Chairperson has overall management and direction of the venue.

What the role involves

Exact responsibilities will be agreed but will likely include:

- Taking overall responsibility for the day-to-day management and success of the venue
- Being the venue's ambassador and spokesperson
- Developing and agreeing a long-term plan for the venue and set direction
- Ensuring the venue runs efficiently, working with the treasurer to ensure the income is sufficient to meet running and development costs

- Hosting committee meetings, keeping to the agenda and ensuring decisions are made in the best interests of the venue
- Working with the secretary to agree management team meetings, agenda items and minutes (meeting notes)
- Delegating roles and responsibilities to volunteers and throughout the membership
- Motivating, supporting and thanking all volunteers
- Hosting the Annual General Meeting (AGM) , updating all members on key club news, decisions and results working with the management committee

Training and support available

Before starting in this role, you will receive training from [] who will go through the process with you. You will receive ongoing support from [].

Skills and experiences needed for the role

- Confidence and leadership
- Excellent communication skills
- Ability to delegate and monitor
- Enthusiastic, friendly and approachable
- A good listener

Commitments

- As a guidance, this role typically takes up around [] hours per week, which may be more at key times i.e. AGM
- You will need to attend committee meetings and events
- This role requires a DBS check (dependent on your contact with children and/or adults at risk and/or access to confidential information)

Committee Member Role Description

Overview of the Role

Committee members represent the views of members at committee meetings and help set our club's direction

What you will be doing

Exact responsibilities will be agreed, and will depend on the role(s) you're doing but will likely include:

- Attending and contributing to committee meetings every []
- Attending and supporting the running of the Annual General Meeting (AGM)
- Making decisions with the committee in the best interests of our members and venue
 - Supporting the chair, secretary, treasurer and other key volunteers in their roles
 - Providing support with the set-up and running of any club events.

Skills and experiences needed for the role

- Good communication skills
- Good listening skills
- Good organisation skills

Training and support available

Before starting in this role, you will receive training from [] who will go through the process with you. You will receive ongoing support from [].

Commitments

- The time commitment for this role is flexible and will depend on the role(s) you're doing. On average this will be around [] hours per week

Further Information

- Some committee roles require a DBS check. This is dependent on your contact with children and/or adults at risk and/or access to confidential information.

Membership Secretary Role Description

Overview of the Role

The Membership Secretary co-ordinates the membership renewal process and deals with all incoming membership enquiries.

What you will be doing

Exact responsibilities will be agreed (and may be shared) but will likely include:

- Responding to all enquiries from potential new members in a timely manner
- Collecting renewal membership from existing members
- Issuing welcome packs and/or a welcome e-mail to new members including the parents of junior members
- Maintaining a database of members, including equality monitoring data where possible
- Producing membership status updates/reports for the management committee as required
- Suggesting new membership offers, i.e. for attendees of club open days

Skills and experiences needed for the role

- Excellent communication skills – verbal and written
- Good IT skills
- Well organised
- Enthusiastic

Training and support available

Before starting in this role, you will receive training from [] who will go through the process with you. You will receive ongoing support from [].

Commitments

- Time commitment will vary dependent upon tasks but on average this will be around [] hours per week
- You will be asked to attend management committee meetings where possible

Further Information

- This role does not require a DBS check

Secretary Role Description

Overview of the Role

The Secretary conducts the administration and running of the club

What you will be doing

Exact responsibilities will be agreed (and may be shared) but will likely include:

- Dealing with all enquiries and correspondence, as the club's main contact
- Supporting the chairperson in the running of management committee meetings and the AGM, writing and circulating the agenda and meeting notes
- Completing the annual venue registration with the LTA
- Maintaining accurate records
- Circulating relevant information from the County, Regional and National LTA

Skills and experiences needed for the role

- Excellent communication skills – both verbal and written
- Reliable and trustworthy
- Good IT and organisational skills

Training and support available

Before starting in this role, you will receive training from [] who will go through the process with you. You will receive ongoing support from [].

Time commitment

- Time commitment will vary dependent upon tasks but on average this will be around [] hours per week
- You will be required to attend management committee meetings and the AGM
- You will be asked to attend LTA club forums wherever possible

Further Information

- This role does not require a DBS check

Social Media Co-ordinator Role Description

Overview of the Role

The Social Media Co-ordinator is responsible for raising the profile of the club and its activities through relevant social media platforms.

What you will be doing

Exact responsibilities will be agreed (and may be shared) but will likely include:

- Setting up the agreed social media platforms (e.g. Facebook, Twitter, Instagram) for the venue using the official logo and background information
- Encouraging members to 'like' or 'follow' you for news, competition and events updates
- Monitoring the platforms for abuse or negative comments
- Responding to enquiries or questions
- Update the platforms with regular news
- Implementing the LTA social media guidelines

Skills and experiences needed for the role

- Excellent IT skills
- Sound knowledge of social media
- Good written skills
- Reliable and trustworthy

Training and support available

Before starting in this role, you will receive training from [] who will go through the process with you. You will receive ongoing support from [].

Commitments

- Time commitment will vary dependent upon tasks but on average this will be around [] hours per week

Further Information

- This role does not require a DBS check

Treasurer Role Description

Overview of the Role

The Treasurer is responsible for the management of finances for the venue.

What you will be doing

Exact responsibilities will be agreed (and may be shared) but will likely include:

- Having responsibility for financial planning, including an annual budget and monitoring spend/income against this
- Maintaining accurate and up-to-date financial records
- Providing a financial update at each committee meeting
- Being the named signatory alongside the chairperson and secretary on the club's bank account
- Collecting membership fees and money due to the club
- Paying all bills and issuing receipts
- Preparing end-of-year accounts to present to the auditors and at the AGM
- Making recommendations to the committee on increasing cost saving measures
- Working with the grants and funding officer to plan for fundraising events, such as the provision of floats, and to use grants to support venue development

Skills and experiences needed for the role

- Good accountancy knowledge and ideally a financial background
- Honesty and integrity
- Good organisation and communication skills
- Approachable and reliable

Training and support available

Before starting in this role, you will receive training from [] who will go through the process with you. You will receive ongoing support from [].

Commitments

- Time commitment will vary dependent upon tasks but on average this will be around [] hours per week
- You will need to attend committee meetings and the AGM

Further Information

- This role does not require a DBS check

Volunteer Co-ordinator Role Description

Overview of the Role

The Volunteer Co-ordinator oversees the recruitment and ongoing support of club volunteers

What you will be doing

Exact responsibilities will be agreed (and may be shared) but will likely include:

- Identifying and advertising volunteer roles ("one-off" and ongoing roles)
- Attracting, recruiting and inducting volunteers into roles
- Being the main point of contact for all volunteers
- Identifying training and support needs for volunteers

- Finding ways to say thank you to our volunteers
- Maintaining records of our volunteers
- Distributing communications and information to volunteers as appropriate

Skills and experiences needed for the role

- Enthusiastic and motivating
- Approachable and friendly
- Good communication and delegation
- Well organised.

Training and support available

Before starting in this role, you will receive training from [] who will go through the process with you. You will receive ongoing support from [].

Commitments

- Time commitment will vary dependent upon tasks but on average this will be around [] hours per week
- You will need to attend committee meetings and the AGM

Further Information

- This role requires a DBS check – speak to the Welfare Officer for more information

Welfare Officer Role Description

Overview of the Role

The Welfare Officer is responsible for promoting safeguarding within their venue and working with others to ensure a safe and inclusive environment is achieved

What you will be doing

- Working with others in the club to promote safeguarding, diversity and inclusion and ensuring compliance with the LTA's minimum standards for venue registration
- Working with others in the club to ensure safeguarding and diversity and inclusion information, including policies, reporting procedures and details of the venue Welfare Officer are visible and available
- Working with others in the club to promote the venue's Code of Conduct(s)
- Ensuring safeguarding and diversity and inclusion is on committee meeting agendas
- Acting as the first point of contact for all children and adults where concerns about welfare, discrimination, poor practice or abuse are identified
- Working with the LTA Safeguarding Team when concerns arise within the venue
- Maintaining contact details for the LTA Safeguarding Team and key statutory agencies
- Contacting the Local Authority children's or adults' social care teams and the police about concerns where appropriate
- Working with the LTA Safeguarding Team to facilitate audits of the venue in relation to the minimum standards
- Working with the Committee/Management and LTA to facilitate the completion of any action plan to address the results of an audit

- Working with others in the venue to ensure the relevant people at the venue have completed a satisfactory criminal records check

Skills and experiences needed for the role

- Tactful, discrete and able to resolve conflict
- Engaging and supportive
- Approachable and trustworthy
- A good listener and friendly

The Welfare Officer must not be a member of the venue's coaching team and should not be related to a member of the coaching team (for example, their spouse).

Training and support available

Before starting in this role, you will need to attend Safeguarding and Protection in Tennis training (or another course approved by the LTA) and Time to Listen training. You are encouraged to have yearly training updates (optional). You will receive ongoing support from [].

Commitments

- Time commitment will vary dependent upon tasks but on average this will be around [] hours per week
- You will need to attend committee meetings, key events, open days and junior competitions

Further Information

- This role requires a DBS check