

HR Policies

Volunteer Policy

Version 1.0



ENGLISH FOOTBALL LEAGUE SPONSOR



OFFICIAL BREWING PARTNER



OFFICIAL KIT PARTNER

FLEETWOOD TOWN FOOTBALL CLUB



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Author	Rob Smith
Effective Date	04/2024
Last Amended	
Review Date	06/2024
Version	1.0
Classification	Final



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Version Control Sheet

Revision History

Date	Summary of Changes	Changed by	Version

Document Reviewers

Name	Title	Date	Version

Document Approver

Name	Title	Date	Version
Rob Smith	FTFC General Manager	04/2024	1.0

Confidentiality Statement

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POLICY OVERVIEW

For the purposes of this policy 'the Company' means Fleetwood Town Football Club (FTFC).

We reserve the right to amend this policy at any time.

Introduction

A volunteer is a person who freely gives their time, skills and experience without expectation of financial reward. Volunteering can take many forms. Some tasks require specific skills whereas others require none. Volunteering will normally be for a limited time to complete a particular project.

In these circumstances, the company recognises the immense benefits that volunteers bring to the organisation, and the bridges that they may build between the organisation and the local community. In return, the Company hopes to give its volunteers an opportunity to be involved in a different environment and to undertake new experiences.

The company recruits' volunteers in accordance with its equal opportunities and safer recruitment policies.

Status of Volunteers

A volunteer is not an employee and will not have a contract of employment with the Company. The Company will, where relevant and appropriate, agree the volunteering role with the volunteer and there will be an expectation that the volunteer will meet the requirements of the volunteering role and that the Company will endeavour to provide suitable volunteering opportunities for the volunteer.

However, the volunteer is free to refuse to fulfil the requirements of the volunteering role and the Company is not bound to provide volunteering opportunities. It is also expected that both the Company and the volunteer will give as much notice as possible if unable to meet these expectations.

Volunteering Roles

Where volunteer roles are requested, these must be approved by the Head of Department (in consultation with Human Resources), in the first instance. Any application for a volunteer should set out the requirements of the role and the skills and/or experience needed, as well as any training that is required before the volunteering duties are undertaken.

Volunteers must not be used as substitutes for employees.



Recruitment

A person wishing to become a volunteer will be asked to complete an application form and a self-declaration form. Depending on the nature of the volunteering role, the prospective volunteer may be required to undergo criminal records check with the Disclosure and Barring Service (DBS).

Academy Scholars and Participants on placements within the company may be asked if they wish to become a volunteer; providing a 'pathway to work' for young people. When this happens a perspective volunteer must still complete the necessary recruitment forms.

Volunteering Agreement

The volunteer will be provided with a personal details form including E&D data, a next of kin form, group health questionnaire and a self-declaration form if required. Only when all these completed forms are returned to the volunteer manager will an agreement be confirmed in writing.

The volunteer will be invited to enter into a volunteering agreement with the Company. This agreement will identify:

- the volunteer's role;
- the training that the volunteer is expected to undertake;
- the expenses that the Company will pay to the volunteer;
- the insurance cover that will be provided for the volunteer; and
- who will supervise the volunteer.

Training

The company will provide any training required for the role, including health and safety training. Further additional training requirements will not be funded by the company unless expressly previously agreed with the CEO.

Health and Safety

The Company has a responsibility for the health and safety of volunteers. Volunteers should always follow the Company's health and safety policies and procedures. Volunteers have a duty to take care of themselves and others who might be affected by their actions. Volunteers should not act outside their authorised area. Volunteers should report all accidents/incidents to their line manager.

The Company will provide volunteers with appropriate guidance on any health and safety issues that arise.



Recompense

Volunteers are unpaid. However, the Company will reimburse volunteers for legitimate travel and subsistence out of pocket expenses. This will require reimbursement against receipts. Reimbursement will be in accordance with the Company's expenses policy.

Policies and Procedures

Volunteers are expected to comply with all Company policies while they are on its premises or undertaking any of their volunteering duties. These include the Company's procedures on social media and IT use and on protecting confidential information. The volunteer's induction will include an explanation of these policies and procedures and the volunteer will have access to view all policies.

Insurance

The Company will ensure that volunteers are covered by the Company's insurance in respect of their role. The insurance will not cover unauthorised actions or actions outside the volunteering agreement.

Confidentiality

Volunteers are likely to become aware of confidential information about the Company, its staff, customers and suppliers. Volunteers must not disclose this information or use it for their own or another's benefit other than in the course of their volunteering duties or otherwise without the consent of the Company. This does not prevent disclosure once the information is in the public domain (unless it has been made public as a result of the volunteer's breach of confidentiality) or where the law permits or requires disclosure.

Volunteers are not permitted to discuss any matter with the media/press unless express permission has been granted to do so by the Company.

Supervision

A manager will be designated to support and manage volunteer/s. The volunteer manager will review the arrangements periodically. If the volunteer has any queries, these should be discussed with the volunteer manager in the first instance.

Dealing with Problems

The volunteer manager will normally try to solve any problems informally, but if this is not possible the grievance procedure will be applicable.

If the volunteer wishes to raise a grievance, they should put the complaint in writing to their volunteer manager. If it is not possible to reach a solution the volunteer may raise the matter with the volunteer manager's manager.

If a complaint is made about a volunteer, this will be notified to them verbally by their volunteer manager. If informal discussion does not resolve the concern, then a formal meeting will be arranged with the volunteer and the volunteer manager will decide whether any action should be taken. If the volunteer is dissatisfied with the decision, they may raise it with volunteer manager's manager.

Volunteer Drivers

Where the volunteer will be using their own vehicle for the purposes of carrying out volunteering duties, they must provide a copy of the vehicle's insurance policy and, if appropriate, the MOT certificate.

The volunteer must report any accidents to the Company. They must also report any motoring offences or police cautions to the Company. The Company will not pay any parking fines incurred by the volunteer.

Volunteer's Pack

On commencing their volunteering duties, the volunteer will be given a pack containing:

- general information about the organisation;
- a copy of this volunteering policy;
- a standard volunteering agreement, and
- details of where they can access the organisation's policies and procedures



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