Old Wilsonians' Lawn Tennis Club
Hayes Hill, Hayes, Bromley, Kent, BR2 7HN
Tel: 020 8462 2600

Volunteer Recruitment and Retention Policy

Old Wilsonians' Lawn Tennis Club uses appropriate means to advertise for volunteers, taking into account safer recruitment principles, and equality of opportunity for all.

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?

Potential volunteers will meet with a member of the Management Committee to assess their suitability for the role. A full job specification will be provided for each volunteer role, complete with responsibilities and time commitment. A check with the Disclosure & Barring Service may be made if the role involves working closely with children and references will be taken up.

Bespoke induction will be provided – based around the skills and knowledge of the new volunteer, the role they will undertake, the extent of their past links to the club as well as their personal preferences and wishes. This will usually be organised 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:
    - Safeguarding Policy and details of our Welfare Officer
    - LTA Code of practice for working with young people
    - Inclusion and diversity
    - Health and safety
    - Complaints and feedback
- Any other relevant documentation for the specific role

Supervision and support will be provided by the Chairman of the Management Committee or other named Management Committee members.

The organisation has a valid insurance policy which new volunteers are encouraged to read.

Resolving problems

The relationship between Old Wilsonians' Lawn Tennis Club and its volunteer workers is entirely voluntary and does not imply any contract. As a club we really value our volunteers, and we seek to reward them whenever we can. It is important that Old Wilsonians' Lawn Tennis Club is able to deliver high standards of service to members, and it is equally important that volunteers should enjoy making their contribution towards that aim.

If your contribution as a volunteer does not support our goals you will be invited to an initial meeting with a member of the Management Committee, who will explain the concerns. If this does not resolve the concern, then a meeting with the Chairman of the Management Committee will be convened. If your contribution still does not fit with the outcomes the club is seeking to achieve, then the Management Committee would have to ask you to stop being a volunteer for the club.

If you are dissatisfied with any aspect of your interaction with the club you should give an initial explanation of your dissatisfaction to the Committee member most closely connected to your role. If that does not resolve the concern, then a meeting should be convened with the Chairman of the Management Committee. If, after this, we are still unable to resolve your dissatisfaction, 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 yearly basis.

OWLTC COMMITTEE
February 2021