



Football Club United of Manchester Volunteer Handbook

Welcome to FC United of Manchester

Welcome to FC United of Manchester and thank you for considering giving up some of your spare time to volunteer with us. Volunteers and members are at the heart of FC United. The club could not exist without volunteers.

This handbook contains lots of information to help you decide whether you want to become a volunteer and, if you do, to make the most of your time with FC United. It is designed to tell you about FC United and our work, as well as answers questions and give guidance to staff and volunteers alike.

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Introduction to FC United of Manchester

Contact details

Main Office: Broadhurst Park, 310 Lightbowne Road, Moston, Manchester, M40 0FJ

Email: office@fc-utd.uk

Telephone: 0161 769 2005

Website: www.fc-utd.co.uk

Club Secretary – Natalie Atkinson

Volunteer Liaison Officer - Laura Bagley

If you have any questions about volunteering with us, you can speak to your team leader or anyone from the team.

If you are not able to come to FC United at your normal time of volunteering please contact your team leader and let them know.

Who We Are

FC United of Manchester is a **community** football club owned and democratically run by its members. Its corporate structure is a Community Benefit Society and membership is open to all, with everyone an equal co-owner, holding one voting share in the club.

The club was founded in 2005 and is a semi-professional football club, currently playing in the Northern Premier League. The club regularly attracts crowds of more than 2,000 - several times the league average - and boasts many on and off the field **achievements** including three consecutive promotions and a number of trophies.

It is unique at its level of English football in having its obligations to its fan communities and local communities written into its **Club Objects**.

FC United seeks to change the way that football is owned and run, putting supporters at the heart of everything. It aims to show, by example, how this can work in practice by creating a sustainable, successful, fan-owned, democratic football club that creates real and lasting benefits to its members and local communities.

What We Mean

Seven core principles of how the club operates are set out below:

1. The Board will be democratically elected by its members.
2. Decisions taken by the membership will be decided on a one member, one vote basis.
3. The club will develop strong links with the local community and strive to be accessible to all, discriminating against none.
4. The club will endeavour to make admission prices as affordable as possible, to as wide a constituency as possible.
5. The club will encourage young, local participation - playing and supporting - whenever possible.

6. The Board will strive wherever possible to avoid outright commercialism.
7. The club will remain a non-profit organisation.

Becoming a Volunteer

An FC United volunteer is a person who demonstrates an understanding of the club's ethics and ethos by their actions, in giving their time to the club each season. You do not have to be a member of FC United to become a volunteer, however there are a number of benefits to being a member, including access to club reports and documents, and being able to attend and vote at our Annual General Meetings.

There are a number of different ways and many different roles within FC United, and different levels of responsibility.

Every home match needs over a hundred volunteers. Many volunteers are needed to help with work away from the match such as the FC office or on-line or on the community side of the Club.

Application Process

We would like to recruit volunteers who meet the requirements of the role descriptions relevant to the area of volunteering in FC United. We aim to provide innovative and flexible role descriptions that take account of the diverse skills, abilities, life experiences and availability of our volunteers.

All volunteers must complete a Volunteer Contact Form and have a Volunteer Induction before they can start volunteering at FC United. New volunteers will undergo a three month review as part of their induction to ensure that both FC United and the volunteer's needs are met.

DBS Checks

If a volunteer role involves working with children or vulnerable adults then FC United will carry out an enhanced DBS check on the volunteer. Having a criminal record does not automatically prevent a person from volunteering. A person's criminal record would be examined on an individual basis. If you have concerns please contact either the club secretary Natalie Atkinson Natalie.atkinson@fc-utd.net or the Club welfare Officer chris.boulderstone@fc-utd.uk, all enquiries will be dealt with in the strictest in confidence.

Volunteer Rights and Responsibilities

Volunteers are a valuable resource to FC United, its staff and its service users. Volunteers have the right to be given meaningful roles, the right to effective supervision and to recognition for work done. In return, volunteers will agree to fulfil their role to the best of their abilities and to remain loyal to FC United's values, goals and procedures as defined by the club co-owners and board.

Volunteer Arrangement

This arrangement tells you what you can expect from us and what we hope you will give to FC United. We aim to be flexible, so please let us know if you would like to consider any changes.

We, FC United, will do our best to:

- Introduce you to how the organisation works and your role in it.
- Provide training relevant to your role.
- Give you the opportunity to provide feedback on all aspects of your volunteering and get feedback from us.
- Respect your skills and individual wishes and do our best to meet them.
- Consult with you and keep you informed of possible changes.
- Insure you against injury you may suffer, or cause due to negligence.
- Provide a safe workplace.
- Apply our Equality and Diversity Policy
- Apply our Complaints Procedure if there is any problem.

- Give you current information regarding volunteering at FC United through regular meetings and communications.

**Volunteers will not take the place of paid employees or professionals at
FC United of Manchester**

The volunteer will:

- Volunteer reliably to the best of their ability.
- Give as much warning as possible whenever they cannot work when expected or if unable to continue volunteering.
- Follow FC United's policies and guidelines, including Health & Safety, Equal Opportunities, GDPR and Confidentiality.
- Inform their Volunteer Team Leader, if they have any difficulty with their volunteering.

Training for volunteers

We will work with you to identify any training needs that you have, which are related to your volunteer role. Where possible, we will provide training in-house, at FC United but occasionally we may send volunteers to external courses or employ an external trainer.

Volunteer Policies and Procedures

The next few pages provide an overview of some of FC United's Policies and Procedures. At the FC United office there is a folder that contains full versions of all FC United's policies, which volunteers will be shown during their induction.

If you are unclear about any of the Policies and Procedures, or if you have any questions, please tell your team leader.

FC United Volunteer Confidentiality Agreement

FC United has a volunteering confidentiality agreement which you will be asked to sign before you become a volunteer.

You will be given a copy of this agreement and a copy will be kept on file at the Club's office.

FC United Policy Statement on Ex-Offenders who wish to volunteer

As an organisation committed to equality and diversity, we recognise the contribution that all people can make as volunteers and so we welcome enquiries of interest from everyone. We recognise too that many potential volunteers have criminal records and are reluctant to apply for voluntary work where this would involve the disclosure of their record. We understand that people are often ashamed and embarrassed about their convictions and/or fear they will not be treated fairly because of them.

Please rest assured that we will handle the information you provide in confidence. As some volunteer roles within FC United are exempt from the Rehabilitation of Offenders Act, we will ask for disclosure of both spent and unspent convictions, cautions, reprimands, and final warnings.

We work on the assumption that people apply for voluntary work in order to help others, to meet new people, to develop new skills, to make a difference, etc., have no ulterior motive in seeking such work. With this in mind, we will where possible provide opportunities for people, and do so in ways that will not put you or our service users at risk.

If the volunteer role you wish to do is exempt from the Rehabilitation of Offenders Act we will ask you to agree to an Enhanced Disclosure criminal record check. If the Disclosure reveals information that we were not previously aware of, we will discuss the matter with you before making a final decision. If you require further information about your rights in relation to Disclosure applications, and our responsibilities to you, please ask us for a copy of the Disclosure and Barring Service Code of Conduct or download this from the Bureau's website: www.disclosures.gov.uk.

If FC United decide that volunteering within our organisation is not right for you, you will be sign posted to an agency that can help identify other potential volunteer opportunities.

Health & Safety Policy

The Health and Safety at Work Act 1974 imposes certain obligations on an employer to take all such actions as are reasonable to safeguard the health and safety of their employees. FC United fully accepts its responsibilities under the Act. With this in mind FC United will:

- Assess the risks in the workplace;
- Have written health and safety procedures;
- Ensure that the workplace satisfies health, safety and welfare requirements for ventilation, temperature, lighting and staff facilities;
- Ensure safe and clear access to and from the building, including fire exits;
- Regularly check the premises room by room for structural defects, worn fixtures and fittings or electrical equipment, and take the necessary remedial action;
- Ensure that all equipment is suitable for its intended use and is properly maintained and used;

- Ensure that all staff and volunteers are aware of the fire procedure and regular fire drills are carried out;
- Ensure that all members of staff and volunteers are aware of the procedure in case of accidents;
- Ensure that all members of staff and volunteers are aware of and carry out their health & safety responsibilities as set out in their job descriptions;
- Liaise with the landlord to ensure that any contractor working on the premises works in such a way as to negate any risks to the staff or users.

FC United's health and safety policy includes a number of guidelines regarding safe working practices and the creation of a safe working environment. Persons covered by the policy (staff, volunteers and other people who visit FC United premises, such as beneficiaries or clients) are asked to adhere to these guidelines.

Employees and Volunteers will also be made aware of their responsibilities under the Health and Safety at Work Act and will:

- Take reasonable care of their own health and safety and that of others around them;
- Co-operate with FC United on matters of health and safety;
- Use work equipment correctly;
- Provide guidance to users and visitors of FC United premises and act responsibly to ensure their health and safety;
- Report any accidents, or near misses, to a manager or supervisor.

Equal Opportunities and Anti Discrimination Policy

Aim

- FC United is responsible for setting standards and values to apply throughout the club at every level. Football belongs to and should be enjoyed by everyone, equally.
- Equality of opportunity at FC United means that in all our activities we will not discriminate or in any way treat anyone less favourably.
- Our commitment is to confront and eliminate discrimination whether by reason of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex and sexual orientation

This includes:

- The advertisement for volunteers.
- The selection of candidates for volunteers.
- Courses.
- External coaching and education activities and awards.
- Football development activities.
- Selection for teams.
- Appointments to honorary positions.

FC United will not tolerate sexual or racially based harassment or other discriminatory behaviour, whether physical or verbal and will work to ensure that such behaviour is met with appropriate action in whatever context it occurs.

FC United is committed to the development of the programme of ongoing training and awareness raising events and activities in order to promote the eradication of discrimination within its own organisation and in the wider context, within football as a whole. As such we have signed an Equality Charter with Kick it Out.

FC United is committed to a policy of equal treatment of all members and requires all members of whatever level or authority, to abide and adhere to this general principle and the requirements of the Codes of Practice issued by the Equal Opportunities Commission and Commission for Racial Equality.

All members are expected to abide by the requirements of the Race Relations Act 1976, Sex Discrimination Act 1986 and Disability Discrimination Act 1995.

Specifically discrimination is prohibited in:

Treating any individual on grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex and sexual orientation less favourably than others.

Expecting an individual solely on the grounds stated above to comply with requirement(s) for any reason whatsoever related to their membership, which are different to the requirements for others.

Imposing on an individual requirements which are in effect more onerous on that individual than they are on others. For example this would include applying a condition (which is not warranted by the requirements of the position), which makes it more difficult for members of a particular race or sex to comply than others not of that race or sex.

Victimisation of an individual

- Harassment of an individual (which for the purposes of this policy and the actions and sanction applicable thereto is regarded as discrimination).
- Any other act or omission of an act, which has as its effect the disadvantaging of a member against another, or others, purely on the above grounds. Thus, in all the Club's recruitment, selection, promotion and training processes, as well as disciplinary matters etc. – in other words all instances where those in control of members are required to make judgements between them – it is essential that merit, experience, skills and temperament are considered as objectively as possible.

FC United commits itself to the immediate investigation of any claims of discrimination on the above grounds and where such is found to be the case, a requirement that the practice cease forthwith, restitution of damage or loss (if necessary) and to the investigation of any member accused of discrimination.

Any member found guilty of discrimination will be instructed to desist forthwith. Since discrimination in its many forms is against FC United, any members offending will be dealt with under the disciplinary procedure.

FC United commits itself to the disabled person whenever possible and will treat such members, in aspects of their recruitment and membership, in exactly the same manner as other members, the difficulties of their disablement permitting assistance will be given, wherever possible to ensure that disabled members are helped in gaining access. Appropriate training will be made to such members who request it.

GDPR Policy

FC United will only hold data in line with the following Data Protection Principles.

- 1 Processed fairly and lawfully and in a transparent manner in relation to the data subject
- 2 Obtained for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes.

3 Adequate, relevant and limited to what is necessary in relation to the purposes for which it is processed.

4 Accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that is inaccurate is erased or rectified without delay.

5 Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the data is being processed.

6 Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

Personal information of persons covered by this policy (staff, volunteers, beneficiaries and clients) will not be released to any third party for promotional or marketing purposes. In unusual circumstances personal information may be released to third parties, e.g. in case of a medical emergency, or as part of a criminal investigation.

Individuals can request to see information FC United holds about them. FC United will provide it within 10 working days of the request.

Safeguarding Policy (including Child Protection & Vulnerable Adult Policy)

FC United has a duty of care to protect children from harm. All FC United staff and volunteers fully recognise that the safety and welfare of children should always be of paramount importance, whatever the circumstances.

FC United is aware of its responsibilities for child protection and that special care is needed in dealing with children whose age, inexperience or physical state makes them particularly vulnerable to abuse. FC United will ensure the safety and protection of all children involved in activities either directly delivered by FC United or that have been delivered through other organisations. Activities that FC United delivers with other organisations will be done so in accordance with the visited organisations policies and procedures. All suspicions, allegations and disclosure of abuse will be taken seriously and responded to swiftly and appropriately

A child is defined as a person under the age of 18 (The Children Act 1989).

The aim of the FC United's Child Protection Policy is to:

- Allow all FC United staff/volunteers to make informed and confident responses to specific child protection issues.
- Provide children & young people with appropriate safety and protection whilst partaking in activities arranged by or promoted by FC United.
- To identify a named person to take responsibility for child protection issues.
- To support local voluntary and community groups to be fully aware of child protection and to develop good practice when delivering activities for children and young people.

Any suspicion or disclosure of abuse by an employee or a volunteer should be reported to FC United who will take appropriate steps to ensure the safety of the child in question and any other child who may be at risk. This will include the following:

- FC United will refer the matter to social services department/police;
- the parent/carer of the child will be contacted as soon as possible following advice from the social services department;
- The CEO of FC United will be notified to decide who will deal with any media inquiries and implement any immediate disciplinary proceedings;
- if the Child Protection Officer is the subject of the suspicion/allegation the report must be made to the appropriate manager who will refer the matter to social services.

During your volunteer involvement with the club, you need at all times to be aware of any actions that may bring the club into disrepute. If you feel you are in a compromised situation or assumed compromised situation that might bring into question your ability to lead your team impartially then it is important that this is reported to the club secretary to find a way forward. This because we don't want conflict within your team any behaviour inappropriate to other members of the team or general public.

Acceptable Use of IT Policy

The aim of FC United's Acceptable Use of Computer and Internet Policy is to govern the use of the company's technology and Internet service by staff, volunteers' beneficiaries and visitors.

FC United encourages use of computers and the Internet for enhancement of communications and appropriate use of materials and resources consistent with the goals of the club.

Visitors are permitted to use the computers only under the supervision of staff or volunteers who are responsible for ensuring that these users adhere to this policy and do not access inappropriate materials.

Software installation

It is prohibited to install additional applications without the express permission of the Network Administrator who will decide if the requested software is suitable for installation on the FC United computer system.

USB ports and devices

It is prohibited to connect a personal device to a USB port without specific permission from a senior member of staff. This includes mp3 players, digital cameras, pen drives, mobile phones and any other portable device.

Copyright

FC United staff and volunteers are expected to be aware of copyright law in terms of the use of resources and materials made available on the Internet and must ensure these laws are adhered to when using the Internet service at FC United.

Personal Use of Internet Service

FC United will permit staff and volunteers to use the FC United computers and Internet service to access personal email accounts and social networking sites as long as the content is of a suitable nature.

Inappropriate material

FC United staff and volunteers are expected to be aware of what constitutes inappropriate material and should not access or circulate material of this nature using the Internet service at FC United.

Problem Solving Procedure

Purpose

We value our volunteer's contribution to our organisation and we do not expect there to be any problems. However, in case problems arise, this policy and procedure enable FC United to deal with these problems in a fair and consistent way.

The aim of this problem solving procedure is to help and encourage all our volunteers to achieve and maintain satisfactory standards of conduct and performance, and to provide the opportunity for improvement where necessary.

FC United have a collaborative approach to problem solving. This procedure helps us tackle issues with you if problems arise.

Definitions

Volunteer – A volunteer at FC United is someone who is registered with the organisation, who gives their time, free of charge

Problem – A problem can be any issue relating to performance or attitude of a volunteer that impacts on their contribution to FC United, for examples see below.

Procedure

Where minor problems of performance or conduct are alleged (e.g. poor timekeeping/unreliability, minor mistakes in the tasks being undertaken etc.), your team leader should hold an informal discussion with you to discuss this and decide on an appropriate course of action. They should inform you of future expectations, set clear goals and tell them about future action that will be taken if expectations are not met.

Where the issue is related to your ability to undertake the role, your team leader will address this during supervision and support sessions. Appropriate expectations and goals will be set. Where there is no improvement, your supervisor will hold an informal meeting with you. The following courses of action will then be available:

- Reasonable changes to your role to enable you to carry it out;
- Change of your placement, where appropriate and available;
- Developing a time-bound plan to address problems. Your supervisor will evaluate whether problems are addressed and carry out a review at the end of the time-bound period; and
- Following the formal procedures listed in section 3 below.

1. Formal procedure

Where more serious problems of performance or conduct are alleged, or there is no improvement in relation to any earlier issues dealt with informally, the following procedure will be followed:

1.1. Investigation

Your team leader or another suitably appointed person will investigate the matter and prepare a report for the Club Secretary.

1.2. Review meeting

The Club Secretary will hold a review meeting with you and your team leader. You will be advised in advance of the allegations against you and given time to answer the allegations. You may, if you wish, be accompanied to the meeting by a colleague.

1.3. Action

If, following the review meeting, the Club Secretary finds the allegations to be upheld then they will decide an appropriate course of action depending on the seriousness of the performance problems or misconduct. The following courses of action will be available, although they do not preclude other/alternative action:

- To issue a formal warning (to be confirmed in writing) advising you of future expectations, a specified review period if appropriate and an indication that the placement will be terminated if expectations are not met; and
- To terminate the placement with immediate effect and to confirm this in writing to you.

1.4. Very serious problems:

If a very serious problem is alleged, FC United may suspend you from the premises immediately while the case is being investigated. Where the Club Secretary considers the allegation to be upheld, your placement will be ended with immediate effect.

2. Appeals

- You may appeal against formal action taken under this Procedure. If you wish to do so, you should put the grounds of appeal in writing to the Volunteer Co-ordinator within one week of receiving notification in writing of the penalty. The Volunteer Co-ordinator decision will be final
- If the complaint involved the Volunteer Co-ordinator, you may address the complaint to the Board. Their decision will be final.

Complaints Procedure

Purpose

We welcome the involvement of volunteers in this organisation and we try to ensure that the volunteering experience is a rewarding one. We try to get things right but occasionally we fall short of volunteers' expectations. We therefore welcome comments on how volunteering with us can be improved. However, if something is not resolved to your satisfaction you have the right to make a complaint.

The aim of this procedure is to outline how FC United will deal with complaints made by volunteers.

Definitions

Volunteer – A volunteer at FC United is someone who is registered with the organisation, who gives their time, free of charge

A complaint by a volunteer – is an expression of dissatisfaction by a volunteer at FC United about any aspect of their volunteer experience.

Policy

All complaints made by volunteers whether by letter, phone, in person or by email, or in writing will be:-

- dealt with as quickly as possible
- handled fairly and politely; and
- investigated fully

Procedure

How can a volunteer complain?

We wish to be as flexible as possible in receiving complaints. Volunteers can complain:

- by letter
- by phone
- in person
- by email
- on behalf of someone else

Our Complaints Procedure has three stages:

STAGE 1: FIRST INFORMAL COMPLAINT

You should, in the first instance, make your concerns known to your Volunteer Team Leader. They will try to resolve the matter immediately and informally, but if this is not possible, you will be asked if you wish to make a formal complaint.

STAGE 2: FORMAL COMPLAINT

If you wish to proceed, you will need to put your complaint in writing addressed to the Club Secretary. Your complaint will be acknowledged in writing or by phone within 3 working days and we will aim to resolve the complaint within 10 working days. If this target of 10 days cannot be met, you will be informed of the delay, the reason for the delay, and the new target for responding. If the complaint involves the Club Secretary, you may address it directly to the Volunteer Liaison Officer.

STAGE 3: MY COMPLAINT HAS BEEN INVESTIGATED, BUT I AM STILL NOT SATISFIED

At this stage the complaint will be dealt with by the Board who will carry out an investigation. Their findings and response will be final.

Volunteer Expenses Policy

Introduction FC United recognises the essential role played by volunteers in all aspects of club activities. As part of our commitment to being inclusive we do not expect people who volunteer to be out of pocket. This policy sets out the expenses that can be claimed and the procedure for doing so.

Definitions Volunteer – A volunteer at FC United is someone who is registered with the club, who gives their time, free of charge. Policy Expenses will be reimbursed only when they are approved in advance by the Club Secretary or General Manager (referred to below as ‘designated staff’) in accordance with this volunteer expenses procedure. Procedure Transport Costs, FC United encourages volunteers to use public transport whenever possible:

1. Bus/ tram/ train tickets to cover out of pocket transport costs to Greater Manchester. FC United reserves the right to reimburse up to the value of the cheapest method of public transport.
2. Where public transport cannot be used car mileage allowance is £0.45p per mile.
3. Car parking fees incurred in the course of volunteering will be refunded but where possible volunteers are expected to identify free or low cost parking.
4. FC United reserves the right to only reimburse out of pocket transport cost for journeys within Greater Manchester.
5. Taxi fares will be met only where the use of public transport is not practical or a volunteer has mobility difficulties.
6. The cost of unavoidable overnight stays in bed and breakfast/hotels will be reimbursed where such a stay is needed, for example to attend training. Expenses for overnight stays **MUST** be agreed beforehand with the designated staff.
7. Volunteers can claim reimbursement of money spent on stationery, postage and phone calls undertaken on behalf of the organisation. This does not include calls made by mobile telephones. Any such spending must be approved by in advance by designated staff
8. Receipts must be provided for all expenditure including car-parking tickets and train tickets. The appropriate expenses form must be completed and signed and given to designated staff for countersignature. It will then be passed on to Finance for processing.
9. If you feel that this policy is being breached you should report your concerns in line with FC United of Manchester’s grievance procedure.