



# Volunteer Policy & Agreement

NEWPORT COUNTY AFC

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## **Terms of Engagement - Volunteers**

### **Background**

We are proud of our incredible team of volunteers who are the backbone of our club and, given our community status, are paramount to the successful operation. To support this objective, these simple terms of engagement has been produced to ensure both the club and volunteer understand what is expected of each respective party.

### **Volunteer commits to:**

- Undertake a role that the club needs filling by a volunteer – in general, the same role each week, although there may well be circumstances where they may change, and the expectation is the volunteer accommodates (within reason).
- Wear the appropriate attire supplied by the club, if the role dictates.
- Undertake appropriate training if required, including, and not limited to safeguarding and health and safety.
- Agree to undertake relevant checks if the role determines, including but not limited to the Disclosure and Barring Service (DBS)
- Report to a nominated club official and have a point of escalation identified.
- Sign in each time you are acting in a voluntary capacity.
- Complete all the required duties (which may well mean missing part of the game).
- Act in a responsible manner while representing the club.
- Report any misdemeanours witnessed, including inappropriate behaviours of members of the public, staff, volunteers, or players at your earliest opportunity to the safeguarding team.
- Handle information and data in an appropriate manner.
- Promote and represent the club in a positive manner, following all policies and procedures
- Follow all necessary safer recruitment steps to apply for the role of Club volunteer
- Adhere to the volunteer Code of Conduct and duties outlined in their role description

### **Club commits to:**

- Provide appropriate training to all volunteers.
- Provide club attire, if the role dictates.
- Meet the cost of any checks that are required due to the role being undertaken.
- Undertake a briefing before each event to ensure volunteers are aware of expectations.
- Provide each volunteer with a match day ticket for services provided.
- All volunteers who provide services for the club will be entitled to free travel to a selected away game.
- Provide a nominated club official to report to and in addition an identified point of escalation.
- Invite all volunteers to an end of season presentation.

### **Confidentiality**

Both parties agree not to disclose any information acquired while volunteering, whether written or verbal, to any persons, unless specifically instructed to do so by law.

The club reserves the right to terminate the services of any volunteer, at any point in time.

If you would like to apply for a role as a Club volunteer, please contact [office@newport-county.co.uk](mailto:office@newport-county.co.uk) for further information

