



# **Magpies Trust**

## **Volunteer Handbook**

**Review date:** June 2024

**Signed:**  **(CHAIR)**



# WELCOME TO MAGPIES TRUST

We want to first thank you for choosing to give up some of your spare time to volunteer for the Magpies Trust. We rely solely on volunteers such as yourself to help us thrive and achieve our aims and objectives.

While we understand you are giving up your spare time in the capacity of a volunteer, we do ask that you adhere to the rules and expectations outlined within this document. It will hopefully provide you with answers for every question you may have about volunteering with us.

## Contents

<b>Introduction to Chorley FC &amp; Magpies Trust.....</b>	<b>3</b>
<b>Contact details.....</b>	<b>3</b>
<b>History.....</b>	<b>3</b>
<b>Trust Aims &amp; Objectives.....</b>	<b>4</b>
<b>Becoming a Volunteer.....</b>	<b>4</b>
<b>Volunteer Duties.....</b>	<b>4</b>
<b>Application Process.....</b>	<b>4</b>
<b>DBS Checks.....</b>	<b>4</b>
<b>Volunteers Rights and Responsibilities.....</b>	<b>4</b>
<b>Volunteer Arrangement.....</b>	<b>5</b>
<b>Training for Volunteers.....</b>	<b>5</b>
<b>Volunteer Policies and Procedures.....</b>	<b>5</b>
<b>Induction Checklist.....</b>	<b>5</b>
<b>Confidentiality Agreement.....</b>	<b>6</b>
<b>Out of pocket expenses.....</b>	<b>6</b>
<b>Health and Safety Policy.....</b>	<b>6</b>
<b>Equal Opportunities Policy.....</b>	<b>7</b>
<b>Data Protection Policy.....</b>	<b>8</b>
<b>Child Protection Policy.....</b>	<b>8</b>
<b>Acceptable Use of ICT Policy.....</b>	<b>8</b>
<b>Problem Solving Procedure.....</b>	<b>9</b>
<b>Volunteer Complaints Procedure.....</b>	<b>10</b>



Magpies Trust  
Volunteer Handbook

## Introduction to Chorley FC & Magpies Trust

### Contact details

**Registered Office:** Ashlyn, Moss Lane, Whittle-le-woods, Chorley, PR6 7DB

**Email:** [info@magpiestrust.org](mailto:info@magpiestrust.org)

**Website:** [www.magpiestrust.org](http://www.magpiestrust.org)

**Facebook:** [www.facebook.com/MagpiesTrust1883](https://www.facebook.com/MagpiesTrust1883)

**Twitter:** [www.twitter.com/MagpiesTrust](https://www.twitter.com/MagpiesTrust)

### Board Members

**Chair** - Julian Vass - [julian@magpiestrust.org](mailto:julian@magpiestrust.org)

**Vice Chair/Supporter Director** - Pete Thompson - [pete@magpiestrust.org](mailto:pete@magpiestrust.org)

**Supporter Director** - Jonathan Slater - [jonathan@magpiestrust.org](mailto:jonathan@magpiestrust.org)

**Secretary** - Alison Butcher - [alison@magpiestrust.org](mailto:alison@magpiestrust.org)

**Treasurer** - John-Paul Lynch - [jp@magpiestrust.org](mailto:jp@magpiestrust.org)

### History

Magpies Trust was officially formed as Chorley Supporters Trust in June 2013 at an Extraordinary General Meeting at Victory Park. This meeting was attended by members of both the Chorley Supporters Club and the original Magpies Trust, and a vote took place to decide whether the two supporter-run organisations should combine and become one group or continue as two separate parties.

Since the amalgamation of the organisations we have achieved the following highlights:

- £8,000 to allow investment in a disabled access ramp to the social club and an upgrade to the PA system.
- The purchase of a new defibrillator for Victory Park.
- Supported the Football Club's "200 Club" scheme by purchasing several tickets.
- Donated £222 towards the acquisition of frost covers for the Victory Park pitch.
- Raised £3000 through our pledges scheme to help establish the U21 Development Squad
- Worked with the club on the sale of Christmas Raffle tickets.
- Provided positive PR for Chorley FC through our social media channels.
- Hosted regular slots on Chorley FM giving the Club a voice on the radio.
- Distribution of 40,000 leaflets across the borough and articles in the local press.
- Invested in the Club's commercial sector through ball sponsorship, player sponsorship and ground advertising.
- **AND FINALLY.... Became part owners of the club with a 9.5% ownership.**



## Trust Aims & Objectives

We have 6 primary aims and objectives as set out in our Trust rules which are published on our website.

1. Being the democratic and representative voice of the supporters of Chorley Football Club.
2. Bring together the supporter community and influence the running of Chorley Football Club.
3. Promoting responsible and constructive community engagement and encouraging the club to do the same.
4. Operating democratically, fairly, sustainably, transparently and with financial responsibility
5. Being a positive, inclusive and representative organisation, open to all supporters.
6. To encourage and support the efforts and endeavours of the board of directors of Chorley Football Club.

## Becoming a Volunteer

### Volunteer Duties

Magpies Trust are continually looking to add to our number of volunteers both forward facing on match days and behind the scenes, running the organisation.

Positions we are specifically looking for are published on our website but there are many other areas which you can get involved in - so please do get in touch.

We require that all volunteers are members of the Magpies Trust.

### Application Process

We will always endeavour to provide innovative and flexible role descriptions that take account of the diverse skills, abilities, life experiences and availability of our volunteers.

Applications are welcome in both verbal and written form by contacting any board member of Magpies Trust or emailing [info@magpiestrust.org](mailto:info@magpiestrust.org)

All volunteers are required to complete a Volunteer Registration Form.

### DBS Checks

Currently we feel that roles within Magpies Trust do not require a DBS check. If this changes in the future we will liaise with the Football Club and Local Authority to ensure that we are following the correct procedure.

Should a DBS check be required, the cost shall be covered by Magpies Trust.

### Volunteers Rights and Responsibilities

Volunteers are a valuable resource to Magpies Trust, its members, and the football club. Volunteers have the right to be given meaningful roles, the right to effective supervision and to receive recognition for work done. In return, volunteers will agree to fulfil their role to the best of their abilities and to remain loyal to Magpies Trust's values, goals and procedures as defined by the Trust Board.



## **Volunteer Arrangement**

We appreciate that you as a volunteer are giving up your free time to support our aims and objectives but we do need to outline certain responsibilities that we would like our volunteers to adhere to

As a volunteer, you are expected to:

- Volunteer reliably to the best of your ability.
- Give as much warning as possible when you cannot work when expected or if unable to continue volunteering.
- Follow Magpies Trust's policies and guidelines, including Health & Safety, Equal Opportunities, Data Protection and Confidentiality. All policies can be found within this handbook and on our website ([www.magpiestrust.org](http://www.magpiestrust.org))
- Inform the Trust Board if you have any difficulty with volunteering.

Magpies Trust will do our best to:

- Introduce you to how the organisation works and your role in it.
- Provide any training you need to succeed within your role.
- Provide you with all the tools and equipment within a reasonable cost threshold to succeed within your role.
- Keep liaising with you to ensure you are happy with all aspects of your volunteering and that you receive 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.
- Provide a safe workplace.
- Apply our Equal Opportunities Policy
- Apply our Complaints Procedure if there is any problem.
- Should paid opportunities arise, Magpies Trust will first look towards our volunteer pool before advertising externally.

## **Training for Volunteers**

We will work with you to identify any training needs that you have, related to your volunteer role. Where possible, we will provide training in-house with Board Members of Magpies Trust but occasionally we may send volunteers to external courses or employ an external trainer.

All necessary training will be provided at no cost to the volunteer.

## **Volunteer Policies and Procedures**

### **Induction Checklist**

The following section will provide a brief overview of some of Magpies Trust's policies and procedures. Complete copies of the policies can be found on our website, hard copies are available



## Magpies Trust Volunteer Handbook

on request, but we ask to allow time to print and post. Hard copies are also available to view at Trust HQ on match days.

If you are unclear about any of the Policies or Procedures then please speak with a Trust Board Member.

### **Confidentiality Agreement**

Some positions with Magpies Trust may require you to have access to private and confidential information. If we deem the position you are volunteering for to fall into this category then we will ask you to sign a confidentiality agreement.

### **Out of Pocket Expenses**

As a volunteer of Magpies Trust you are within your rights to be reimbursed any out-of-pocket expenses but these must be agreed with the Trust Board prior to the start of your volunteering. If circumstances change throughout the season then please speak with the Trust Board.

**How to claim:** Expenses can only be paid after the production of a relevant receipts or evidence of expenditure along with a completed expenses form. This form can be acquired from the Trust Board.

**Travel Costs:** All expenses must be agreed beforehand. Magpies Trust will reimburse travel costs that are related to your volunteering. We will normally cover the cost of the cheapest form of transport to locations within the Chorley Borough. For other forms of transport or for travel outside of the Chorley Borough please speak with the Trust Board.

**Other expenses:** Any other expenses must be agreed with the Trust Board. It is unlikely, but if we ask you to do an activity that requires specialist equipment or clothing we will provide this at no cost to you.

### **Health and Safety Policy**

The Health and Safety at Work etc Act 1974 (HSWA) protects employees and others who may be affected by work activities. This includes those volunteering for, or on behalf of, your organisation. It is enforced by HSE or the local authorities depending on the location and type of the activity.

*"If you have volunteers carrying out activities for your organisation and you have no employees, then health and safety law will not normally apply to you. However, you may still have duties under civil law."*

Magpies Trust does not currently have any paid employees and therefore we are exempt from the HSWA, however we will endeavour to:

- Assess the risks where you will be based.
- Have written health and safety procedures.
- Advise their volunteers regarding sensible clothing and equipment in line with their role.
- Regularly monitor the location of your volunteering for structural defects, worn fixtures and fittings or electrical equipment, and take the necessary remedial action possible.



## Magpies Trust Volunteer Handbook

- Ensure that all equipment provided by Magpies Trust is suitable for its intended use and is properly maintained and used.
- Ensure that all volunteers are aware of the fire procedure.
- Ensure that all volunteers are aware of the procedure in case of accidents.

Volunteers will also be made aware of their responsibilities surrounding Health and Safety and will:

- Take reasonable care of their own health and safety and that of others around them.
- Co-operate with Magpies Trust and Chorley Football Club on matters of health and safety.
- Use work equipment correctly.
- Report any accidents, or near misses, to a Trust Board Member.

### **Equal Opportunities Policy**

Magpies Trust is committed to eliminate discrimination whether by reason of gender, sexual orientation, race, nationality, ethnic origin, colour, religion or ability and to encourage equal opportunities.

Football belongs to and should be enjoyed by everyone, equally. Our commitment is to confront and eliminate discrimination whether by reason of sex, sexual orientation, race, nationality, ethnic origin, colour, religion or disability.

Equality of opportunity within Magpies Trust means that in all our activities we will not discriminate or in any way treat anyone less favourably, on grounds of sex, sexual orientation, race, nationality, ethnic origin, colour, religion, political or disability.

This includes:

- Advertisement for volunteers
- Selection of candidates for volunteers
- Appointment to Trust Board positions

Magpies Trust 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.

Magpies Trust is committed to the development of the organisation and any 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.

Magpies Trust 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 volunteers are helped in gaining access. Appropriate training will be provided to members who request it.

Link: [MT Equal Opportunity Policy](#)



## **Data Protection Policy**

Magpies Trust is committed to protecting the rights and privacy of individuals in accordance with the Data Protection Act 1988 (including subsequent amendments).

Magpies Trust fully endorses and adheres to the eight principles of the Data Protection Act. These principles specify the legal conditions that must be satisfied in relation to obtaining, handling, processing, transportation and storage of personal data. Employees, volunteers and any others who obtain, handle, process, transport and store personal data for the Magpies Trust and Chorley FC must adhere to these principles.

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

LINK: MT Data Protection Policy

## **Child Protection Policy**

Magpies Trust volunteers are required to follow the Chorley Football Club Safeguarding policy. All information can be found on [www.chorleyfc.com](http://www.chorleyfc.com)

## **Acceptable Use of ICT Policy**

Some positions within Magpies Trust would provide you access to Trust IT systems such as social media, website, emails and other electronic systems.

The aim of Magpies Trust's Acceptable Use of Computer and Internet Policy is to govern the use of the Trust's technology and Internet service by all volunteers and visitors.

Magpies Trust encourages use of computers and the Internet for enhancement of communications and appropriate use of materials and resources consistent with the aims and objectives of the Trust.

Only authorised volunteers are permitted to use the IT systems in line with their current role, which shall be decided by the designated Trust IT Advisor as chosen by the Trust Board.

## **Copyright**

Magpies Trust 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 creating content for Magpies Trust.

## **Personal Use of Internet Services**

Magpies Trust will **not** permit volunteers to use the Magpies Trust internet services for personal gain. This includes using @magpiestrust.org email addresses when registering for any online service. The use of @magpiestrust.org email addresses is exclusively for Magpies Trust activities only.

## **Inappropriate material**





## Magpies Trust Volunteer Handbook

Magpies Trust volunteers are expected to be aware of what constitutes inappropriate material and should not access or circulate material of this nature using the Internet services provided by Magpies Trust.

### **Social Media**

Magpies Trust expects volunteers to adhere to all guidance when using social media both through the Trust and personal accounts.

LINK: Acceptable Use of ICT

### **Problem Solving Procedure**

We value our volunteers' contribution to our organisation and we do not expect there to be any problems during their time volunteering with us. However, in case problems arise, this policy and procedure enables Magpies Trust 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.

### **Definitions**

**Volunteer** – A volunteer at Magpies Trust 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 Magpies Trust, 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.), a member of the Magpies Trust Board will hold an informal discussion with you to discuss this and decide on an appropriate course of action, if any. They should inform you of future expectations, set clear goals and tell you about future action that will be taken if expectations are not met.

Where the issue is related to your ability to undertake the role, a member of the Magpies Trust Board will address this during an informal discussion. Appropriate expectations and goals will be set. Where there is no improvement, the Magpies Trust Board 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. Magpies Trust Board will evaluate whether problems are addressed and carry out a review at the end of the time-bound period.
- The timeline of the Problem-Solving Procedure are as follows:



## Magpies Trust Volunteer Handbook

1. Investigation
2. Review Meeting
3. Action

### **Volunteer Complaints Procedure**

We welcome the involvement of volunteers within Magpies Trust 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 Magpies Trust will deal with complaints made by volunteers about their experience.

#### **Definitions**

**Volunteer** – A volunteer at Magpies Trust 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 with Magpies Trust 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.
- 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

Our Complaints Procedure has three stages:

#### **STAGE 1: FIRST INFORMAL COMPLAINT**



## Magpies Trust Volunteer Handbook

You should in the first instance make your concerns known to a Magpies Trust Board Member. 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 by contacting the Trust Secretary.

### STAGE 2: FORMAL COMPLAINT

If you wish to proceed, you will need to put your complaint in writing addressed to the Trust 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 Trust Secretary, you may address it directly to the Magpies Trust Chair.

### STAGE 3: THE COMPLAINT HAS BEEN INVESTIGATED, BUT THE COMPLAINANT STILL NOT SATISFIED

At this stage the complaint will be escalated to a panel of Magpies Board Members, excluding the member who the complaint is against, who will carry out an investigation and provide a response within 28 working days. Their findings and response will be final.