## Volunteer Role Descriptions

There are 25 template volunteer role descriptions in this document:

1. Administrator
2. Ballot Administrator
3. Chairperson
4. Club Main Contact
5. Committee Member
6. Competition Organiser
7. Disability Tennis Co-ordinator
8. Grants & Funding Officer
9. Juniors Captain/Contact
10. Marketing/Communications Officer
11. Match Secretary
12. Membership Secretary
13. Mini Tennis Contact
14. Schools Co-ordinator
15. Secretary
16. Seniors Captain/Contact
17. Social Media Co-ordinator
18. Social Secretary
19. Tennis Activator
20. Tennis Champion
21. Tennismark Lead
22. Treasurer
23. Volunteer Co-ordinator
24. Website Editor
25. Welfare Officer

Whilst there are certain key roles that most tennis venues have, there is a great deal of variation and you will need to establish which roles are needed for your own venue, and who your volunteers are.

These role descriptions are templates for you to adapt and use as appropriate, depending on your requirements. Some suggested headings have been included, together with sample wording, but you may choose to add or remove sections or to name the roles differently. This will very much depend on the tasks you have in mind for the role and likely time commitments.

For advice please contact: volunteer@lta.org.uk

## Club Administrator Role Description

### Overview of the role

The Club Administrator is vital to the running of the venue, supporting the club’s chairperson, secretary and manager with general administrative duties.

**What the role involves**

Exact responsibilities will be agreed but will likely include

* Assisting with the day-to-day running of the club
* Working with the secretary and chair to agree specific tasks

**Skills and experiences needed for the role**

* Good organisation skills
* Good personal skills – being approachable and friendly
* Good communication skills
* Good general administration and IT skills

**Training and support available**

No specific training is needed for this role but, before starting, you will receive a briefing from [ ] who will be your main source of support going forward.

**Commitments**

* There is no set time commitment for this role, so the amount of hours you volunteer will depend on your availability and time. As a guidance, this is likely to take an average of [ ] hours per week but this will be agreed beforehand
* Attendance at our [monthly] committee meetings as required

**Further Information**

* This role does not require a DBS check

## Ballot Administrator Role Description

### Overview of the role

The Ballot Administrator is responsible for allocating the Wimbledon tickets assigned to your registered venue each year.

**What the role involves**

Exact responsibilities will be agreed but will likely include:

* Being the main point of contact for members and the LTA in relation to Wimbledon tickets
* Agreeing the best system to run the ballot for your membership, either online or a manual, paper-based system
* Ensuring compliance with the LTA ballot guidelines
* Distributing online or by printed form an application form for members to ask if they would like to be part of the ballot
* Collecting all applications and selecting winners together with the chair, secretary or appointed management committee representative
* Notifying members who are successful and assign tickets to them online
* Re-allocating returned tickets to members

**Skills and experiences needed for the role**

* Good personal skills – being approachable and friendly
* Good IT and communication skills
* Good organisation skills and good attention to detail
* Having integrity – following processes and systems fairly

**Training and support available**

Before starting in this role, you will receive training from [ ] who will go through the process with you. You will receive ongoing support from [ ].

**Commitments**

* As a guidance, this role is likely to take an average of [ ] hours per week during the ballot period (March-May)

**Further Information**

* This role does not require a DBS check

## Chairperson Role Description

### Overview of the role

The Chairperson has overall management and direction of the venue.

**What the role involves**

Exact responsibilities will be agreed but will likely include:

* Taking overall responsibility for the day-to-day management and success of the venue
* Being the venue’s ambassador and spokesperson
* Developing and agreeing a long-term plan for the venue and set direction
* Ensuring the venue runs efficiently, working with the treasurer to ensure the income is sufficient to meet running and development costs
* Hosting committee meetings, keeping to the agenda and ensuring decisions are made in the best interests of the venue
* Working with the secretary to agree management team meetings, agenda items and minutes (meeting notes)
* Delegating roles and responsibilities to volunteers and throughout the membership
* Motivating, supporting and thanking all volunteers
* Hosting the Annual General Meeting (AGM) , updating all members on key club news, decisions and results working with the management committee

**Training and support available**

Before starting in this role, you will receive training from [ ] who will go through the process with you. You will receive ongoing support from [ ].

### Skills and experiences needed for the role

* Confidence and leadership
* Excellent communication skills
* Ability to delegate and monitor
* Enthusiastic, friendly and approachable
* A good listener

**Commitments**

* As a guidance, this role typically takes up around [ ] hours per week, which may be more at key times i.e. AGM
* You will need to attend committee meetings and events
* This role requires a DBS check (dependent on your contact with children and/or adults at risk and/or access to confidential information)

## Club Main Contact Role Description

**Overview of the Role**

Club Main Contacts play a crucial run in the successful running of a club. They will usually sit on their Club’s Committee or Management and be responsible for being the main point of contact for

the LTA, regional LTA team and the local County Tennis Association.

**What you will be doing**

Exact responsibilities will be agreed but will likely include:

* Receiving and sending out communications received from the LTA (County, Regional and National) to other club volunteers or members
* Completing the annual LTA venue registration process
* Attending meetings such as the LTA club forums and circulating updates and information to volunteers and members as appropriate

**Skills and experiences needed for the role**

* Approachable and friendly
* Good communication skills, both verbal and written

**Training and support available**

Before starting in this role, you will receive training from [ ] who will go through the process with you. You will receive ongoing support from [ ].

**Commitments**

* The time commitment for this role is flexible. On average this will be around [ ] hours per week during busy periods, but less at other times
* Attendance at the LTA club forums is extremely helpful so you can share learning
* Ideally you will be able to attend committee meetings and our AGM where possible

**Further Information**

* This role does not require a DBS check

## Committee Member Role Description

### Overview of the Role

Committee members represent the views of members at committee meetings and help set our club’s direction

**What you will be doing**

Exact responsibilities will be agreed, and will depend on the role(s) you’re doing but will likely include:

* Attending and contributing to committee meetings every [ ]
* Attending and supporting the running of the Annual General Meeting (AGM)
* Making decisions with the committee in the best interests of our members and venue
* Supporting the chair, secretary, treasurer and other key volunteers in their roles
* Providing support with the set-up and running of any club events.

**Skills and experiences needed for the role**

* Good communication skills
* Good listening skills
* Good organisation skills

**Training and support available**

Before starting in this role, you will receive training from [ ] who will go through the process with you. You will receive ongoing support from [ ].

**Commitments**

* The time commitment for this role is flexible and will depend on the role(s) you’re doing. On average this will be around [ ] hours per week

**Further Information**

* Some committee roles require a DBS check. This is dependent on your contact with children and/or adults at risk and/or access to confidential information.

## Competition Organiser Role Description

**Overview of the Role**

Competition Organisers are responsible for organising our competition programmes throughout the year.

**What you will be doing**

Exact responsibilities will be agreed (and may be shared) but will likely include:

* Developing an annual plan of competition catering for different ages and standards, based on court availability
* Liaising with other committee members to promote events through all possible channels
* Booking courts for each event
* Organising referees and supervisors/helpers for each event
* Preparing entry forms, managing entries, entry fees and correspondence
* Organising catering
* Ordering/checking equipment needed for each event
* Arranging competition organiser courses for members interested in supporting events
* Involving our tennis to support in the pre-event organisation and on the day
* Implementing reasonable adjustments for players with disabilities

**Skills and experiences needed for the role**

* Approachable and friendly
* Good communication skills
* Good IT and organisation skills
* Reliable and trustworthy
* Experience of using tennis tournament planner (TTP) would be useful

**Training and support available**

Before starting in this role, you will receive training from [ ] who will go through the process with you. You will receive ongoing support from [ ].

**Commitments**

* On average this will be around [ ] hours per week during busy periods (e.g. around events), but less at other times

**Further Information**

* This role requires a DBS check – speak to the Welfare Officer for more information

## Disability Tennis Co-ordinator Role Description

**Overview of the Role**

The Disability Tennis Co-ordinator supports the Head Coach in the development of disability tennis and inclusivity at the venue.

**What you will be doing**

Exact responsibilities will be agreed (and may be shared) but will likely include:

* Support the Head Coach in organising and setting up activity to support people with disabilities
* Promote the venue and its activities to relevant organisations, charities and disability organisations
* Monitor the sessions through the Tennis Network programme with the Tennis Foundation with the support of the relevant Network Lead

**Skills and experiences needed for the role**

* Approachable and friendly
* Good communication skills
* Empathetic and knowledgeable of the needs of people with disabilities
* Well organised
* Good administration and IT skills

**Training and support available**

Before starting in this role, you will receive training from [ ] who will go through the process with you. You will receive ongoing support from [ ].

**Commitments**

* Time commitment will vary dependent upon tasks but on average this will be around [ ] hours per week
* You will be asked to attend disability tennis meetings with key LTA and TF representatives wherever possible

**Further Information**

* This role requires a DBS check – speak to the Welfare Officer for more information

## Grants and Funding Officer Role Description

**Overview of the Role**

The Grants and funding Officer is responsible for raising funds to support the running costs of the venue, for specific events and for facility improvement.

**What you will be doing**

Exact responsibilities will be agreed (and may be shared) but will likely include:

* With the management committee, identifying the financial needs of the club and setting realistic funding targets each year
* Applying for grants from funding programmes provided by national organisations such as the LTA and Sport England
* Applying for local community funding pots held by local authorities and commercial companies, such as supermarkets and building societies
* Agreeing and co-ordinating fundraising events/activities, such as fun quiz/BBQ evenings, raffles, lotteries and fun days
* Working closely with the treasurer to support the purchase of items and floats for fundraising events, and for financial planning
* Understanding what the venue has to offer in terms of sponsorship and approach local companies

**Skills and experiences needed for the role**

* Good written and IT skills
* Good organisation skills
* Confident, friendly manner
* Trustworthy ambassador for the venue
* Strong financial skills

**Training and support available**

Before starting in this role, you will receive training from [ ] who will go through the process with you. You will receive ongoing support from [ ].

**Commitments**

* Time commitment will vary dependent upon tasks but on average this will be around [ ] hours per week
* You will be asked to attend management committee meetings

**Further Information**

* This role does not require a DBS check

## Juniors Captain/Contact Role Description

**Overview of the Role**

The Juniors Captain has responsibility for organising an appropriate junior match programme for all junior age groups from 8U to 18U.

**What you will be doing**

Exact responsibilities will be agreed (and may be shared) but will likely include:

* Registering teams for appropriate leagues and competitions
* Agreeing fair and transparent selection criteria and a selection panel
* Supporting the coach to set up team practices
* Organising team captains for each team (which should be a coach or parent)
* Organising travel for away matches
* Booking courts, providing balls and arranging refreshments for home matches
* Submitting results to the LTA (when appropriate) and the website editor/communications officer
* Working with the club welfare officer as appropriate to ensure a safe, fun and inclusive environment is provided for all junior players
* Promoting Fair Play both on and off court

**Skills and experiences needed for the role**

* Approachable, caring and friendly
* Empathy with children
* Good communication and IT skills
* Well organised, reliable and a good delegator
* Integrity

**Training and support available**

Before starting in this role, you will receive training from [ ] who will go through the process with you. You will receive ongoing support from [ ].

**Commitments**

* Time commitment will vary dependent upon tasks but on average this will be around [ ] hours per week
* You will be asked to attend management committee meetings
* You will need to be available to attend junior events

**Further Information**

* This role requires a DBS check – speak to the Welfare Officer for more information

## Marketing/Communications Officer Role Description

**Overview of the Role**

The Marketing/Communications Officer is responsible for raising the profile of the venue and its activities to current members, parents, the local community and local media.

**What you will be doing**

Exact responsibilities will be agreed (and may be shared) but will likely include:

* Developing and delivering a marketing and communications plan
* Raising the profile of the club and opportunities to play, coach and volunteer in the local community
* Considering how to improve the ‘look’ of the venue (e.g. logo, signage and website), ensuring it reflects the management committee’s vision
* Putting in place regular communications with members (email, notices, online etc.)
* Obtaining coverage of events with local media

**Skills and experiences needed for the role**

* Approachable and friendly
* Excellent communication skills – verbal and written
* Good IT skills
* Creative and enthusiastic
* Good ambassador for the venue

**Training and support available**

Before starting in this role, you will receive training from [ ] who will go through the process with you. You will receive ongoing support from [ ].

**Commitments**

* Time commitment will vary dependent upon tasks but on average this will be around [ ] hours per week
* You will be asked to attend management committee meetings where possible

**Further Information**

* This role does not require a DBS check

## Match Secretary Role Description

**Overview of the Role**

The Match Secretary arranges the club fixtures programme for all age groups.

**What you will be doing**

Exact responsibilities will be agreed (and may be shared) but will likely include:

* Registering teams for appropriate leagues and/or cup competitions
* Arranging matches with other clubs, for all age groups, working closely with team captains
* Producing a fixture list and communicating to all team captains, players and members
* Re-arranging matches as and when required and informing team captains
* Submitting results to marketing/communications officer or website editor for publicising
* Submitting results to your county or the national LTA as stipulated for the competition

**Skills and experiences needed for the role**

* Approachable and friendly
* Good communication skills – verbal and written
* Well organised
* Good IT skills

**Training and support available**

Before starting in this role, you will receive training from [ ] who will go through the process with you. You will receive ongoing support from [ ].

**Commitments**

* Time commitment will vary dependent upon tasks but on average this will be around [ ] hours per week in peak season

**Further Information**

* This role does not require a DBS check

## Membership Secretary Role Description

**Overview of the Role**

The Membership Secretary co-ordinates the membership renewal process and deals with all incoming membership enquiries.

**What you will be doing**

Exact responsibilities will be agreed (and may be shared) but will likely include:

* Responding to all enquiries from potential new members in a timely manner
* Collecting renewal membership from existing members
* Issuing welcome packs and/or a welcome e-mail to new members including the parents of junior members
* Maintaining a database of members, including equality monitoring data where possible
* Producing membership status updates/reports for the management committee as required
* Suggesting new membership offers, i.e. for attendees of club open days

**Skills and experiences needed for the role**

* Excellent communication skills – verbal and written
* Good IT skills
* Well organised
* Enthusiastic

**Training and support available**

Before starting in this role, you will receive training from [ ] who will go through the process with you. You will receive ongoing support from [ ].

**Commitments**

* Time commitment will vary dependent upon tasks but on average this will be around [ ] hours per week
* You will be asked to attend management committee meetings where possible

**Further Information**

* This role does not require a DBS check

## Mini Tennis Contact Role Description

**Overview of the Role**

The Mini Tennis Contact is responsible for facilitating Mini Tennis sessions, alongside the coach and schools co-ordinator.

**What you will be doing**

Exact responsibilities will be agreed (and may be shared) but will likely include:

* Alongside the coach and management committee, deciding the number of Mini Tennis

Sessions and competitions to run each year

* Booking out court time
* Dealing with all enquiries from parents/carers for enrolling children in sessions
* Promoting Mini Tennis sessions/competitions to young people in your area
* Welcoming new players and parents/carers, to ensure membership and enrolment paperwork is filled out, and fees paid
* Ensuring the venue’s Safeguarding Policy, guidance on ratios, supervision and all other relevant guidance and procedures related to children are adhered to
* Promoting Fair Play both on and off court

**Skills and experiences needed for the role**

* Good communication skills – written and verbal
* Good organisation and IT skills
* Enthusiastic and friendly
* Works well in a team

**Training and support available**

Before starting in this role, you will receive training from [ ] who will go through the process with you. You will receive ongoing support from [ ].

**Commitments**

* Time commitment will vary dependent upon tasks but on average this will be around [ ] hours per week
* You will be required to attend Mini Tennis coaching sessions as required

**Further Information**

* This role requires a DBS check – speak to the Welfare Officer for more information

## Schools Co-ordinator Role Description

**Overview of the Role**

The Schools Co-ordinator establishes and develops relationships with local schools to increase the number of junior members at your venue

**What you will be doing**

Exact responsibilities will be agreed (and may be shared) but will likely include:

* Agree which schools to target, and how to engage them (e.g. Mini Tennis)
* Deciding how to support the school on their provision of tennis (e.g. taster sessions)
* Making contact with local schools, requesting meetings to discuss working together
* Promoting and communicating opportunities (e.g. with flyers, emails etc.)
* Keeping in contact with schools every term, informing them of any relevant club events.

**Skills and experiences needed for the role**

* Understanding of how schools operate
* Good organisation and IT skills
* Communication skills – verbal and written
* Enthusiastic, passionate ambassador

**Training and support available**

Before starting in this role, you will receive training from [ ] who will go through the process with you. You will receive ongoing support from [ ].

**Commitments**

* Time commitment will vary dependent upon tasks but on average this will be around [ ] hours per week
* You will be asked to attend management committee meetings where possible
* You may be required to attend school meetings during school hours

**Further Information**

* This role requires a DBS check – speak to the Welfare Officer for more information

## Secretary Role Description

**Overview of the Role**

The Secretary conducts the administration and running of the club

**What you will be doing**

Exact responsibilities will be agreed (and may be shared) but will likely include:

* Dealing with all enquiries and correspondence, as the club’s main contact
* Supporting the chairperson in the running of management committee meetings and the AGM, writing and circulating the agenda and meeting notes
* Completing the annual venue registration with the LTA
* Maintaining accurate records
* Circulating relevant information from the County, Regional and National LTA

**Skills and experiences needed for the role**

* Excellent communication skills – both verbal and written
* Reliable and trustworthy
* Good IT and organisational skills

**Training and support available**

Before starting in this role, you will receive training from [ ] who will go through the process with you. You will receive ongoing support from [ ].

### Time commitment

* Time commitment will vary dependent upon tasks but on average this will be around [ ] hours per week
* You will be required to attend management committee meetings and the AGM
* You will be asked to attend LTA club forums wherever possible

**Further Information**

* This role does not require a DBS check

## Seniors Captain/Contact Role Description

**Overview of the Role**

The Seniors Captain/Contact is responsible for organising an appropriate senior match programme for all age groups over 18.

**What you will be doing**

Exact responsibilities will be agreed (and may be shared) but will likely include:

* Organising an appropriate match programme for all senior age groups
* Registering teams for appropriate leagues and competitions
* Agreeing fair and transparent team selection criteria and selection panel
* Supporting the coach to set up team trials and practices
* Organising team captains for each team
* Co-ordinating travel for away matches, considering the need for any disabled players
* Booking courts, providing balls and arrange refreshments for home matches
* Submitting results to the LTA (when appropriate)
* Promoting Fair Play both on and off court
* Ensuring the club Safeguarding policy, guidance on ratios, supervision and all other relevant guidance and procedures related to children are adhered to

**Skills and experiences needed for the role**

* Approachable and friendly
* Good communication and IT skills
* Enthusiastic motivator
* Well organised, reliable and a good delegator

**Training and support available**

Before starting in this role, you will receive training from [ ] who will go through the process with you. You will receive ongoing support from [ ].

**Commitments**

* Time commitment will vary dependent upon tasks but on average this will be around [ ] hours per week
* You will need to attend senior events wherever possible

**Further Information**

* This role does not require a DBS check

## Social Media Co-ordinator Role Description

**Overview of the Role**

The Social Media Co-ordinator is responsible for raising the profile of the club and its activities through relevant social media platforms.

**What you will be doing**

Exact responsibilities will be agreed (and may be shared) but will likely include:

* Setting up the agreed social media platforms (e.g. Facebook, Twitter, Instagram) for the venue using the official logo and background information
* Encouraging members to ‘like’ or ‘follow’ you for news, competition and events updates
* Monitoring the platforms for abuse or negative comments
* Responding to enquiries or questions
* Update the platforms with regular news
* Implementing the LTA social media guidelines

**Skills and experiences needed for the role**

* Excellent IT skills
* Sound knowledge of social media
* Good written skills
* Reliable and trustworthy

**Training and support available**

Before starting in this role, you will receive training from [ ] who will go through the process with you. You will receive ongoing support from [ ].

**Commitments**

* Time commitment will vary dependent upon tasks but on average this will be around [ ] hours per week

**Further Information**

* This role does not require a DBS check

## Social Secretary Role Description

**Overview of the Role**

The Social Secretary organises and promotes social activities within the club

**What you will be doing**

Exact responsibilities will be agreed (and may be shared) but will likely include:

* Establish a programme of social activities to cater for interests of the membership
* Booking venues, catering and entertainment as required
* Promoting events to members

**Skills and experiences needed for the role**

* Enthusiastic, with good people skills
* Good organisational skills
* Knowledge of diverse groups and how to cater events for a range of backgrounds

**Training and support available**

Before starting in this role, you will receive training from [ ] who will go through the process with you. You will receive ongoing support from [ ].

**Commitments**

* Time commitment will vary dependent upon tasks but on average this will be around [ ] hours per week

**Further Information**

* This role does not require a DBS check

## Tennis Activator Role Description

**Overview of the Role**

Tennis Activators work with venue managers and community groups to lead or co-ordinate tennis provision in parks, leisure centres and community venues. Training and equipment is provided to those who commit to providing their time to facilitate participation. Though the majority of Activators come from a sports background, the role is open to anyone.

**What you will be doing**

Exact responsibilities will be agreed (and may be shared) but will likely include:

* To provide creative opportunities for more people to play tennis
* To be an ambassador for fair play and inclusion
* To signpost players to more formal coaching and competition where appropriate.

**Skills and experiences needed for the role**

* Enthusiastic and engaging
* Good communications skills
* Organisation skills
* Confident leading a group of people
* Good understanding of tennis

**Training and support available**

Before starting in this role, you will need to undertake a Tennis Activator course – a half-day workshop (three hours) that involves basic tennis organisation and delivery skills

You will receive ongoing support from [ ].

**Commitments**

* Time commitment will vary dependent on setting and activity but on average this will be around two hours for an activity and an additional hour for planning/preparation

**Further Information**

* This role requires a DBS check – speak to the Welfare Officer for more information

## Tennis Champion Role Description

**Overview of the Role**

Tennis Champions are ambassadors for tennis at venues, events or from home: changing perceptions, raising awareness and enriching people’s lives through tennis.

**What you will be doing**

Exact responsibilities will be agreed (and may be shared) but will likely include:

* Increasing awareness of opportunities to play or events through social media promotion
* Writing and publishing website content
* Designing and putting up posters and publicity material
* Hosting a stand at public events
* Contacting local media for publicity
* Making films to champion playing tennis

**Skills and experiences needed for the role**

* Passionate and enthusiastic
* Love tennis
* Good communication and writing skills
* IT literate with knowledge of website publishing
* Good understanding of marketing, design and social media

**Training and support available**

Before starting in this role, you will receive training from [ ] who will go through the process with you. You will receive ongoing support from [ ].

**Commitments**

* Time commitment will vary dependent upon tasks but on average this will be around [ ] hours per week

**Further Information**

* This role does not require a DBS check

## Tennismark Lead Role Description

**Overview of the Role**

The Tennismark Lead is responsible for achieving, maintaining and monitoring Tennismark status at the venue.

**What you will be doing**

Exact responsibilities will be agreed (and may be shared) but will likely include:

* Understanding the criteria the venue needs to achieve Tennismark accreditation
* Working with the committee to meet the criteria and secure Tennismark accreditation
* Maintaining and monitoring Tennismark accreditation once achieved
* Dealing with any LTA correspondence regarding Tennismark accreditation
* Maintaining accurate records of volunteer/coach qualifications at the venue

**Skills and experiences needed for the role**

* Approachable and friendly
* Good communication skills
* Good organisational and IT skills

**Training and support available**

Before starting in this role, you will receive training from [ ] who will go through the process with you. You will receive ongoing support from [ ].

**Commitments**

* Time commitment will vary dependent upon tasks but on average this will be around [ ] hours per week
* You may be asked to attend committee meetings where possible

**Further Information**

* This role does not require a DBS check

## Treasurer Role Description

**Overview of the Role**

The Treasurer is responsible for the management of finances for the venue.

**What you will be doing**

Exact responsibilities will be agreed (and may be shared) but will likely include:

* Having responsibility for financial planning, including an annual budget and monitoring spend/income against this
* Maintaining accurate and up-to-date financial records
* Providing a financial update at each committee meeting
* Being the named signatory alongside the chairperson and secretary on the club’s bank account
* Collecting membership fees and money due to the club
* Paying all bills and issuing receipts
* Preparing end-of-year accounts to present to the auditors and at the AGM
* Making recommendations to the committee on increasing cost saving measures
* Working with the grants and funding officer to plan for fundraising events, such as the provision of floats, and to use grants to support venue development

**Skills and experiences needed for the role**

* Good accountancy knowledge and ideally a financial background
* Honesty and integrity
* Good organisation and communication skills
* Approachable and reliable

**Training and support available**

Before starting in this role, you will receive training from [ ] who will go through the process with you. You will receive ongoing support from [ ].

**Commitments**

* Time commitment will vary dependent upon tasks but on average this will be around [ ] hours per week
* You will need to attend committee meetings and the AGM

**Further Information**

* This role does not require a DBS check

## Volunteer Co-ordinator Role Description

**Overview of the Role**

The Volunteer Co-ordinator oversees the recruitment and ongoing support of club volunteers

**What you will be doing**

Exact responsibilities will be agreed (and may be shared) but will likely include:

* Identifying and advertising volunteer roles (“one-off” and ongoing roles)
* Attracting, recruiting and inducting volunteers into roles
* Being the main point of contact for all volunteers
* Identifying training and support needs for volunteers
* Finding ways to say thank you to our volunteers
* Maintaining records of our volunteers
* Distributing communications and information to volunteers as appropriate

**Skills and experiences needed for the role**

* Enthusiastic and motivating
* Approachable and friendly
* Good communication and delegation
* Well organised.

**Training and support available**

Before starting in this role, you will receive training from [ ] who will go through the process with you. You will receive ongoing support from [ ].

**Commitments**

* Time commitment will vary dependent upon tasks but on average this will be around [ ] hours per week
* You will need to attend committee meetings and the AGM

**Further Information**

* This role requires a DBS check – speak to the Welfare Officer for more information

## Website Editor Role Description

**Overview of the Role**

The Website Editor coordinates the editing and developing of the website to drive awareness of the venue and activities.

**What you will be doing**

Exact responsibilities will be agreed (and may be shared) but will likely include:

* Keeping the website up to date including events, committee listings and contact details
* Publishing match results and reports as soon as possible after the event
* Promoting membership information, competition and coaching activities
* Ensuring the website meets minimum accessibility standards
* Linking to relevant websites, including the county and the LTA
* Considering search engine optimisation tactics to make the website easy to find

**Skills and experiences needed for the role**

* Experience of editing a website is ideal
* Good IT skills and understanding of social media
* Excellent written skills

**Training and support available**

Before starting in this role, you will receive training from [ ] who will go through the process with you. You will receive ongoing support from [ ].

**Commitments**

* Time commitment will vary dependent upon tasks but on average this will be around [ ] hours per week
* You will need to attend committee meetings and the AGM

**Further Information**

* This role does not require a DBS check

## Welfare Officer Role Description

**Overview of the Role**

The Welfare Officer is responsible for promoting safeguarding within their venue and working with others to ensure a safe and inclusive environment is achieved

**What you will be doing**

* Working with others in the club to promote safeguarding, diversity and inclusion and ensuring compliance with the LTA’s minimum standards for venue registration
* Working with others in the club to ensure safeguarding and diversity and inclusion information, including policies, reporting procedures and details of the venue Welfare Officer are visible and available
* Working with others in the club to promote the venue’s Code of Conduct(s)
* Ensuring safeguarding and diversity and inclusion is on committee meeting agendas
* Acting as the first point of contact for all children and adults where concerns about welfare, discrimination, poor practice or abuse are identified
* Working with the LTA Safeguarding Team when concerns arise within the venue
* Maintaining contact details for the LTA Safeguarding Team and key statutory agencies
* Contacting the Local Authority children’s or adults’ social care teams and the police about concerns where appropriate
* Working with the LTA Safeguarding Team to facilitate audits of the venue in relation to the minimum standards
* Working with the Committee/Management and LTA to facilitate the completion of any action plan to address the results of an audit
* Working with others in the venue to ensure the relevant people at the venue have completed a satisfactory criminal records check

**Skills and experiences needed for the role**

* Tactful, discrete and able to resolve conflict
* Engaging and supportive
* Approachable and trustworthy
* A good listener and friendly

The Welfare Officer must not be a member of the venue’s coaching team and should not be related to a member of the coaching team (for example, their spouse).

**Training and support available**

Before starting in this role, you will need to attend Safeguarding and Protection in Tennis training (or another course approved by the LTA) and Time to Listen training. You are encouraged to have yearly training updates (optional). You will receive ongoing support from [ ].

**Commitments**

* Time commitment will vary dependent upon tasks but on average this will be around [ ] hours per week
* You will need to attend committee meetings, key events, open days and junior competitions

**Further Information**

* This role requires a DBS check