

St. Neot Association Football Club

Volunteer Handbook



Purpose of This Handbook

This book has been produced in order for our volunteers at St. Neot A.F.C. to help run the club in a clear and straight forward manner. No handbook can answer all the questions, nor can it express all the roles needed to run an amateur football club, but it should be used the first port of call and a guide if you have any concerns or queries.

Without volunteers, organisations like ours would fail. Football is a pastime, a hobby, which should be enjoyed by all. Our club should be fun, not a chore. As teamwork is key to success on the football pitch, it is also critical to success off it.

Building for the future to maintain the provision of football for all sexes and all ages is why we do what we do, that, and spending weekends dreaming of cup glory. We can only achieve this if we have clear structures and policies to allow us all to work together as a team and enjoy our football.

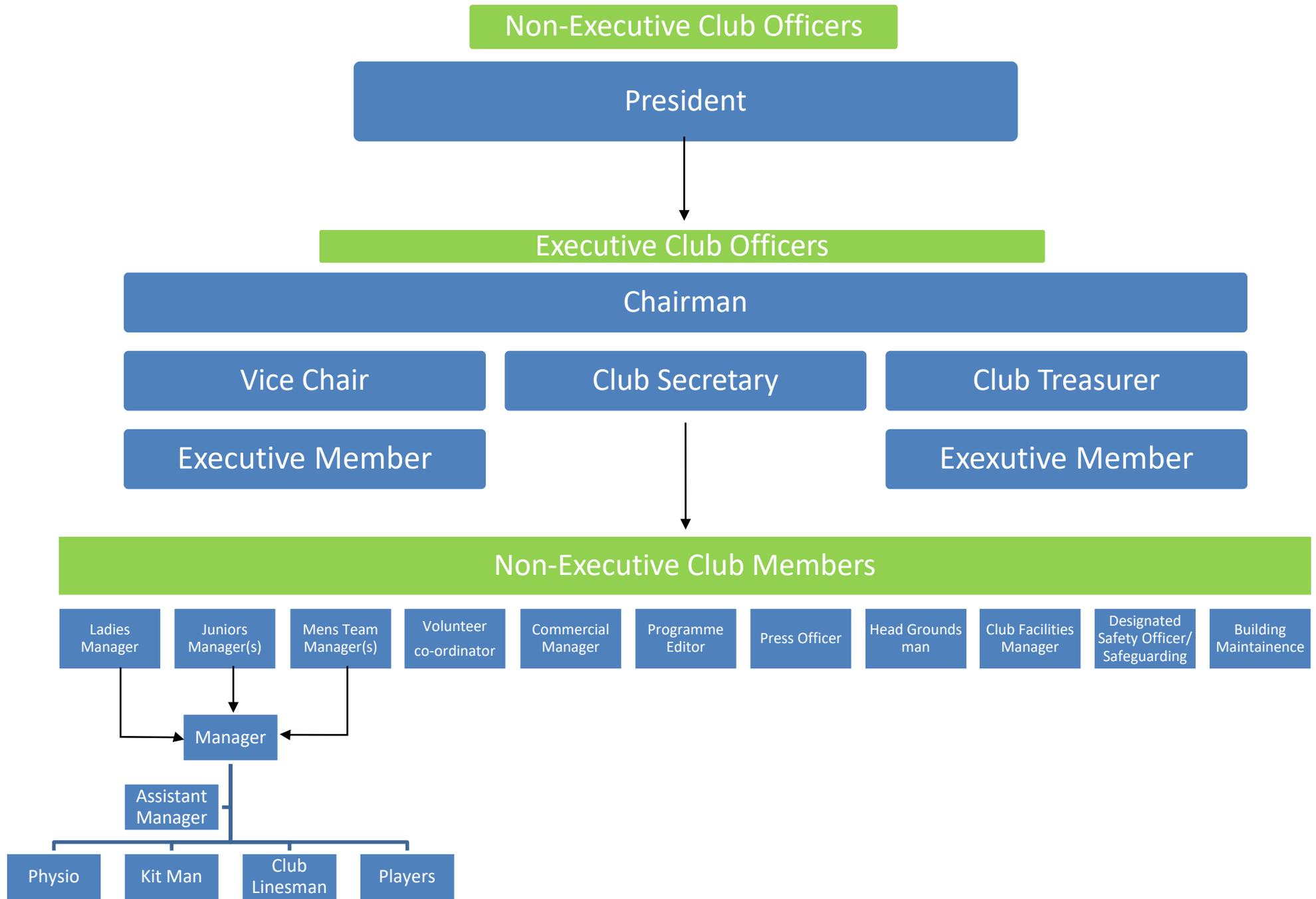
To use this handbook is simple, it will allow you to see how the St. Neot A.F.C. structure works, as well as breaking down and identifying individual roles and the responsibility they involve. This document is designed to establish clear expectations of people and to allow the club to benefit from the vast array of talent and skills it has available to it.

St. Neot A.F.C. Organisational Structure

The Football Club is run by a committee, made up of the 5 club officer roles and supported by the club management committee.

The club management committee is then broken down into individual roles that support the club as a whole and the individual teams.

The teams, to play at St. Neot A.F.C. are managed and financed by the club. Each team of the club is represented by the committee appointed Manager. The Manager is responsible for the running of their respective playing side.



Volunteer Responsibilities

As a volunteer you have the
responsibility to:

- Be reliable
- Carry out the specified position description
- Be accountable for your action
- Be Committed to the club
- Undertake any training as required by the club
- Ask for support when you need it
- Let the club know as early as possible if unable to attend any matches or events
- Be courteous to supporters and other volunteers
- Raise any issues you may have and not denigrate the club to supporters and other volunteers
- Give notice before you leave the club
- Value and support other team members

Helpful Information and Contacts

As a volunteer you need to know where to go to for information about the club and to whom you should contact if you have any queries or difficulties:



The Clubs Official Website:

www.stneotafc.com



Twitter: @stneotfc



Facebook:

[www.facebook.com/ St-Neot-Football-Club](http://www.facebook.com/St-Neot-Football-Club)

Or contact the
Chairman,
Club Secretary or
Volunteer Co-ordinator



The Chairperson

Reports to:

The Club Management Committee

Responsibilities in the football club usually include (but are not limited to) the following:

- Provide leadership and direction for the Club.
- Oversee the work of the Club Committee.
- Chair meetings of the Club.
- Advocate of the football Club for the local community.
- Always work and adhere to the Club Code of Conduct for Committee Members

Role Profile

The Chairperson

Role Profile

Vice Chair

Vice Chair

Reports to:

The Club Management Committee

Responsibilities in the football club usually include (but are not limited to) the following:

- To assist the Chairperson in ensuring that the agreed tasks and functions of the committee are carried out.
- To preside at meetings of the committee when the Chairperson is not present and ensure that the decisions made are in line with the aims and objectives of the Club.
- To support the Chairperson in their role, taking over some of the Chairpersons work load when necessary or when asked to.
- Alongside the Chairperson, to represent the Club in the community and promote its aims and ideals.
- With the Chairperson, establish and maintain harmonious relationships with committee members and the Manager, and to encourage effective communication between the Club and the community.

The Club Secretary

Reports to:

The Club Management Committee

Responsibilities in the football club usually include (but are not limited to) the following:

- Is the official contact between the Club, the County FA and the competition organisers.
- Ensure County FA affiliation,
- Ensure league membership,
- Be the Clubs point of contact for all correspondence,
- Maintenance of club records including financial records,
- Maintaining a player register,
- Managing transfers in conjunction with the Football Manager.
- Receive fixtures from league and competitions.
- Liaise with the other Fixture Secretaries to offer and receive friendly fixtures.
- Create the fixture list for all teams within the club.
- Liaise with other sections of the club in respect of other commitments (fixtures and events).
- Oversee production of the fixture card.
- To confirm upcoming fixtures with scheduled opposition.
- Inform players, coaches and officials if any changes in schedule occur.
- Confirm availability of pitch & club facilities for upcoming fixtures.
- Liaise with other sections of the club in respect of changes.
- Report match results to appropriate bodies.

Role Profile

Club Secretary

The Club Treasurer

Reports to:

The Club Management Committee

Responsibilities in the football club usually include (but are not limited to) the following:

- Manage and administer the Club's finances,
- Maintaining an income and expenditure record and balance sheet, which must be presented at the Club's AGM.
- Prepare annual financial statement
- Manage bank account in the Club's name.

Football Manager

Reports to:

The Club Management Committee

Responsibilities

The manager's responsibilities in the football club usually include (but are not limited to) the following:

- Selecting the team of players for matches, and their formation
- Planning the strategy, and instructing the same on the pitch.
- Motivating players before and during a match.
- Delegating duties to the first team coach and the coaching and medical staff.
- Scouting for young but talented players for eventual training in the youth academy or the reserves, and encouraging their development and improvement.
- Signing players and dealing with transfers in conjunction with the club secretary.
- Facing the media in pre-match and post-match interviews.

Some of the above responsibilities are shared with and are at times, delegated to an assistant manager or club coach

Volunteer Co-ordinator

Reports to:

The Club Management Committee

Responsibilities in the football club usually include (but are not limited to) the following:

- Audit and document existing volunteer roles within the Club.
- Working with the management committee and sub-committee, identify any new roles that need to be created.
- Consider whether some club members have taken on more than one role and whether this work could be divided to share the responsibility and workload.
- Align the skills of people associated with the Club to specific roles they are suited to.
- Be the main point of contact for volunteers within the Club.
- Recruit and induct new volunteers into the Club and their role.
- Support the volunteers in their roles.
- Organise any training needs or workshops.
- Promote the role of volunteers within the Club, thank and reward them for their work.

Commercial Manager

Reports to:

The Club Management Committee

Responsibilities in the football club usually include (but are not limited to) the following:

- Liaising with local businesses in order to generate income for the club
- Ensure all advertising around the ground, in programmes and other sponsorship are paid for by the client
- Ensuring renewals of sponsorship contracts.
- To investigate and develop marketing strategy for the club
- Exploring new avenues of commercial activity and seeking opportunities that the Club can exploit.
- Ensure that all sponsors receive value for money and that sponsorship agreements are fulfilled.
- Provide stakeholders with information about new promotional opportunities and current PR campaigns progress

Role Profile

Commercial Manager

Programme Editor

Reports to:

The Club Management Committee

*Responsibilities in the football club usually include
(but are not limited to) the following:*

- To manage content relevance, appeal, impact, quality and timeliness of the match day program
- To manage print partners to ensure publish deadlines are met

Press Officer

Reports to:

The Club Management Committee

Responsibilities in the football club usually include (but are not limited to) the following:

- Respond to any press enquiries
- To manage content relevance, appeal, impact, quality and timeliness across all club channels, including website, social sites, match day program etc
- Write and produce presentations and press releases for all public / media engagements
- Organise promotional events
- Speak publicly at interviews, press conferences and presentations
- Collate and analyse media coverage
- Prepare and supervise the production of publicity brochures, handouts, direct mail leaflets, promotional videos, photographs.
- Devise and coordinate photo opportunities for the Club's events, team, players and Chairman
- Organise events including press conferences, exhibitions, open days and press tours for players
- Source and manage speaking opportunities to promote the Club
- Design, write and/or produce presentations, press releases, articles, leaflets,
- Manage the PR aspect of a potential crisis situation
- To lift the profile and appeal of the Club

Role Profile

Press Officer

Head Grounds man:

Reports to:

The Club Management Committee

Responsibilities in the football club usually include (but are not limited to) the following:

- Maintenance of the pitches and associated equipment to be ready for match days.
- Maintenance of mowers, rollers and other equipment.
- Maintenance of the spectators areas, ensuring they are safe for use
- Preparation of the ground on match days
- Ensure changing room facilities are clean and fit for purpose prior to use

Clubhouse Facilities Manager:

Reports to:

The Club Management Committee

Responsibilities in the football club usually include (but are not limited to) the following:

- Ensure cleanliness of tea hut pre and post match
- Rubbish collection (Wednesday night for Thursday pickup)
- Ensure adequate stock and consumables are available for sale and use on match days
- Ensure facilities including toilets are clean and ready for use.
- Prepare half time drinks for all teams and officials plus snacks for officials
- Ensure hospitality for visiting Committee is prepared
- Turn on Hot Water for showers and fill up urns

Clubhouse Facilities Manager

Building Maintenance

Reports to:

The Club Management Committee

Responsibilities in the football club usually include (but are not limited to) the following:

- Ensure fabric of the club buildings are kept in good order and fit for purpose.

Kit Man

Reports to:

Football Manager

Responsibilities in the football club usually include (but are not limited to) the following:

- Kit washing and tumble drying
- Kit collation and preparation prior to matches
- Ensure kit is in good repair and acceptable for use

Role Profile

Kit Man

Physio/ First Aider

Reports to:

Football Manager

Responsibilities in the football club usually include (but are not limited to) the following:

- Responds to on field emergencies during match days
- Ensures players are cared for and given appropriate advice
- Ensures equipment for match days (water bottles, first aid equipment) are kept in good order, replenished as needed.
- Act as ground first aider for supporters and volunteers

Supplementary role:

- Ensure that the match day footballs are in good order, inflated and distributed to the referee prior to the match
- Ensure all match balls are collected, washed and returned to storage post match