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1. Introduction

The Sports Volunteer Scheme of the University of Manchester is committed supporting volunteers in sport and to increasing volunteering in sport amongst both students and staff of the University, both within the University and within other organisations throughout the Greater Manchester area.

SVS is committed to developing the sports workforce, to help people start, stay and succeed in sport. And to supporting organisations to find the best workforce to provide quality experiences for both volunteers and the provider.

2. Purpose of the policy

This policy is to ensure that there is fairness and consistency when involving a diverse group of people. Being able to refer to a written policy ensures that decisions are not made on an ad hoc basis.

3. Vision for volunteering

3.1 Staff will consider involving volunteers when planning, monitoring and providing services to volunteers and provider to the SVS.

3.2 Volunteering with the SVS will enhance the student experience and allow staff to gain recognition for their volunteering activities in sport.

4. Definition of a volunteer and volunteering

4.1 A 'volunteer' is defined as someone who commits time and energy for the benefit of others, who does so freely, through personal choice and without expectation of financial reward, except for the payment of out of pocket expenses.

4.2 'Volunteering' is defined as an unpaid activity with a charity or not for profit organisation that makes a difference to the wider community. It involves doing something that improves the environment or helps members of that community.

5. Benefits to Volunteers

- Gives an opportunity to meet like minded people
- Gives something worthwhile to do with spare time
- Gives an opportunity to those who have a passion for helping others achieve
- Gives an opportunity to gain and develop skills and experience which can be used on CV
- Gives an opportunity to stand out from the crowd with more than just a degree from your time at university
- Gives an opportunity to help meet the university's goal of social responsibility

6. Benefits to Providers

- Potential to fill vacant volunteer roles within the organisation
- Potential to recruit volunteer sports coaches
- Potential to recruit volunteer administrator, website designers and manager, financial minded volunteers to help with new or on-going projects
- Potential for a continuous supply of willing volunteers.

7. Opportunities for volunteers

7.1 The SVS will offer a range of opportunities in sport within various organisations throughout the Greater Manchester area. Each role will be advertised via the sportsworkforce website directly by those organisations which are providing them (Providers).

7.2 Volunteers will apply for opportunities directly with the Providers via the sportsworkforce website. Providers will accept and contact volunteers about opportunities through the sportsworkforce website.

8. Procedure (selection, screening, induction, searching for opportunities, training)

- Applicants apply to the SVS via the sportsworkforce website
- Applicants are accepted or rejected for the scheme dependent upon whether they meet the current criteria. Appendix 1 Criteria for acceptance
- Applicants are required to attend a mandatory Induction presentation held by the Assistant SDO
- Volunteer is provided with master documents for expenses and logging hours and with a volunteer handbook including where to locate policies and procedures
- After the Induction presentation volunteer must attend 10 minute interview or a 30 minute interview if no presentations are due to be held. This will include confirmation of experience and qualifications and a review of what training may be required.
- Presentation and interview must be attended as described above before a volunteer can apply for any volunteering positions.
- Volunteers search for opportunities via Sportsworkforce website
- Training needs will be reviewed on a yearly basis
- Volunteers will be removed from the scheme if they do not complete the minimum of four hours volunteering per month.

9. Criminal convictions

Providers will confirm on the advertisements for volunteers if a DBS check is required.

DBS checks will be carried out on volunteers, by the club or organisation where the Provider thinks this is necessary.

10. Expenses

10.1 We value our volunteers and want to ensure that there are no barriers to volunteer involvement All out of pocket expenses, if required, will be reimburse, including travel and accommodation. These must be agreed in advance with the SDO or Assistant SDO. In order to claim expenses an expenses form PR7 must be completed and returned with proof of purchase (receipt) attached to the SDO or Assistant SDO. Appendix 2.

All volunteers should be encouraged to claim expenses. This is their entitlement and enables people on low income and benefits to get involved. It also helps us to measure the cost of the volunteer programme.

10.2 Receipts submitted more than three months after the volunteering was completed will not be processed unless there have been exceptional circumstances e.g. long-term illness.

11. Responsibilities of Sport Development Officer and Assistant Sport Development Officer

11.1 To be aware of this policy

11.2 All volunteers must be treated with dignity and respect and be regarded as equals

11.3 To provide all volunteers with relevant documents at induction and interview

11.4 To be available to support volunteers and be available to answer questions during office opening hours.

11.5 To carry out reviews and personal development plans where applicable.

12. Support

12.1 Volunteers and Providers will be made aware of two points of contact in the SPORT office for the SVS

12.2 Volunteers and Providers will be made aware of hours when these contacts are available

12.3 Volunteers will be offered the opportunity for training relevant to their volunteering to help their growth

12.4 Volunteers will be offered the opportunity to attend Personal Development Reviews and to access help building a portfolio where this is relevant

12.5 Providers will be offered help and support with information to help them manage volunteers in their organisation

13. Insurance

13.1 The University of Manchester holds insurance (to be named) which covers the actions of students and staff and protects students and staff in any authorised activities.

13.2 Providers to the SVS are required to provide a copy of their current Public Liability Insurance when they join up to the scheme. They are then required to provide written confirmation that they understand they are responsible to keep this updated. Appendix 3 – Confirmation of Insurance Held – letter.

14. Risk Management

Every person has the right to work in a safe environment. To enable this to happen, volunteers are covered in the following ways

- Risk assessments will be carried out by SPORT for activities which the office is responsible for.
- Risk assessments will be carried out by Providers on activities at/ with their clubs/ organisations
- Volunteers are covered by the University insurance policy and by the Public Liability Policy of the Provider
- Volunteers have the same responsibilities and guarantees as employees in terms of health and safety

17. Data Protection

Volunteers can be reassured that the SVS only asks for information that it really needs and that it will keep the information securely, limit access to it and will not pass their details on without consent unless legally obliged to do so.

18. Problem Solving Procedure

18.1 All grievances should be resolved openly, fairly and quickly to:

- Protect our volunteers
- Minimise any disruption to staff and other volunteers
- Demonstrate that our organisation respects volunteers

18.2 A volunteer has a right to complain if they feel they have been treated unfairly.

If the grievance is with a member of staff, their first point of contact should be the Volunteer Co-ordinator. If a volunteer has a grievance against the Volunteer Co-ordinator their first point of contact will be the Sport Development Officer.

18.3 The grievance procedure for volunteers follows that which is set for all students and staff of the University of Manchester. Appendix 4.

19. Previous Volunteering Policies

This policy supersedes all previous volunteering policies.

APPENDIX 1 – Criteria for acceptance of new applicants onto Sports Volunteer Scheme

APPENDIX 2 – Expenses Reimbursement guide

APPENDIX 3 - Confirmation of insurance held letter

APPENDIX 4 – Grievance procedure of the University of Manchester

APPENDIX 1 Criteria for applicants to the Sports Volunteer Scheme

The Sports Volunteer Scheme (SVS) is open to all students and staff of the University of Manchester. However at certain times of the academic year it is necessary to restrict student applications in view of time versus impact or if it is thought that taking part in the scheme may be detrimental to a student's studies.

An example of this would be a student with less than 6 months of study remaining. The final 6 months of study is likely to be a busy time and students are recommended to concentrate on their studies and not take on new responsibilities.

The SVS administrator reserves the right to refuse applicants if they do not think there will be a benefit to the volunteer in taking part or if they have reason to believe that the volunteers is unsuitable for the volunteering opportunities offered.

1. Restrictions on new applicants
 - **Sept – Dec** Accept applications from any staff or student member in any year of study
 - **Jan – March** Accept applications from any staff member or student in ONLY 1st or 2nd year of study
 - **March – June** Applications accepted at the discretion of the volunteer coordinator
2. Restrictions being enforced will be written in **red** on front log in screen of the website.
3. All applicants must provide the following information:
 - Student or Staff University ID number
 - Details of experience and sports of interest
 - Full contact details
 - Emergency contact details
 - If they are an AU committee member – and for which club

APPENDIX 2 - Expenses Reimbursement Guide**Non-University Staff & External Personnel - PR7 Expenses**

PLEASE ENSURE THAT FIELDS MARKED WITH AN * ARE COMPLETED OTHERWISE PAYMENT IS LIKELY TO BE DELAYED AS WE ATTEMPT TO OBTAIN THIS INFORMATION FROM YOU. ITEMS MARKED ** WILL HELP EXPEDITE PROCESSING ALTHOUGH THEY ARE NOT MANDATORY. PLEASE PRINT CLEARLY.

Title: Mr / Mrs / Miss / Prof / Dr / Other _____ University of Manchester Ref No. (if known)**: _____

Surname*: _____ Forename(s)*: _____

Contact Telephone No**: _____

Address*: _____

_____ Post Code*: _____

Details of Expenses claimed:

All original receipts should be provided for any expenses claimed.

School/Directorate/Unit: _____

Reason for expenditure: _____

Private car mileage from: _____ to: _____ (No. Miles) _____

No. Miles claimed @ _____ p per mile £ · _____

No. Miles claimed @ _____ p per mile £ · _____

Total mileage claimed £ · _____

Other transport costs, please specify: _____

Hotel and subsistence: Give full details and amounts claimed: _____ £ · _____

Other expenses: Give full details and amounts claimed: _____ £ · _____

Total Claimed £ · _____

Are you a visiting lecturer in receipt of a fee for work undertaken on behalf of the university? Yes / No

Claimants Signature: Date:

Authorised Signature:

To be completed by an officially listed authorised signatory, who is not the claimant, against the finance code quoted.

Signed: Date:

Print Name Clearly: Tel No in case of enquiry:

VOLUNTEERING POLICY FOR THE SPORTS VOLUNTEER SCHEME

ACCOUNTS TO DEBIT: NB: ENSURE ALL PARTS ARE OPEN BEFORE SUBMISSION TO PAYROLL, OR CLAIM WILL BE REJECTED AND PAYMENT WILL BE DELAYED.	AMOUNTS:	
		£
		£
		£
		£
TOTAL OF ALL CLAIM SECTIONS	£	Total to pay

NOTES FOR ALL CLAIMANTS**HOW YOU WILL RECEIVE PAYMENT:**

Your claim will be paid by cheque which will be sent directly to the address you have provided to us.

Your claim may require tax and National Insurance deducted under normal HMRC rules, in which case payment will be via the payroll and paid into your bank account if we hold that information.

SIGNATURE OF CLAIMANT:

Your signature as claimant is required on all claims.

By signing this form you are declaring that the expenses are being claimed in accordance with the University regulations and are in respect of expenses wholly, necessarily and exclusively incurred whilst engaged on the business of the University. You are also declaring that no other claim has been made to this or any other organisation for the expense incurred.

AUTHORISED SIGNATORY:

Your signature is required on this claim.

By signing this form you are declaring that the expenses are being claimed in accordance with the University regulations and are in respect of expenses wholly, necessarily and exclusively incurred whilst engaged on the business of the University. You are also declaring that no other claim has been made to this or any other organisation for the expense incurred.

You are also declaring that adequate funds are available from an approved budget.

TAXABLE EXPENSES:

Certain expenses are subject to income tax and national insurance, in line with legislation, such deductions will be made at the time of payment.

WHAT TO DO WHEN CLAIM IS COMPLETED:

This claim must be passed to the school, directorate, or unit for whom the work is performed for approval and financial coding.

FOREIGN NATIONALS

If you are a foreign national, visiting the UK for up to 2 years, claim form PR10 should be completed in order to determine qualification under one of the United Kingdom's double taxation agreements. This may result in a delay in the processing of your claim whilst we await a decision on your tax status from the Inland Revenue.

PAYMENTS OUTSIDE THE UK:

Claims should be submitted via a PR7-Foreign form.

NOTES ON COMPLETION

Ref No : This is your student or staff ID number

School / Directorate: SPORT

Reason for expenditure: Travel / accommodation etc re SVS

Claimants signature and Date : MUST be completed

Receipts : MUST be attached to the claim

APPENDIX 3

Confirmation letter of Public Liability Insurance Held

CLUB OR ORGANISATION LETTERHEADED PAPER

Name of Club/ Organisation

LOGO

Contact Name

Contact Address

Contact Phone number

To whom it may concern

I confirm that we (*name of club/ organisation*) currently have Public Liability Insurance in place. We understand that it is our responsibility to keep this information up to date and have valid insurance at all time.

In the event that our Public Liability lapses or any changes are made to the policy we accept that it is our responsibility to inform the SPORT office of the University of Manchester.

Signed :

Position:

Date:

APPENDIX 4 - Grievance procedure of the University of Manchester

<http://documents.manchester.ac.uk/display.aspx?DocID=840>

Grievance Procedure for Support Staff**Introduction**

In any organisation, employees or recognised trade unions will from time to time have concerns about matters such as terms and conditions of employment, health and safety*, workplace relations, new working practices, organisational changes and equal opportunities issues. This procedure, which has been written in accordance with ACAS guidance on best practice, is intended as a framework by which such grievances can be considered and, hopefully, resolved in a speedy and fair manner.

**Health and safety concerns should be referred initially to the University's Health and Safety Service, so that appropriate action can be taken.*

General

A member of staff, whether or not s/he is a member of a trade union, has a right to raise a grievance relating to any aspect of her/his employment under this procedure, unless the matter is subject to other agreed procedures (e.g. procedures relating to discipline, harassment, short-term sickness absence or re-grading appeals). Grievances that relate to perceived irregularities in the running of the University should be pursued via the Public Interest Disclosure Procedure. This procedure should not be viewed as the only method of resolving disputes. Organisational units¹ and members of staff should be encouraged, wherever possible, to resolve disputes through informal means and as quickly and as near to the point of origin as possible.

There shall be no industrial action or any alteration of any terms and conditions of employment at issue until either agreement has been reached or the procedures outlined in this document have been exhausted.

Staff/trade unions do not have the right to raise the same issue through both the individual and collective grievance procedures. A particular grievance may only be considered once through either procedure, although this does not preclude the possibility of changing the Procedure through which a particular matter is considered part way through the Procedure. For example, an Individual Grievance may become a Collective Grievance and it is possible to transfer consideration of the issue to the next available stage of the Collective Procedure. However, it is not possible to raise the matter as a grievance through the Individual or Collective Procedure having previously exhausted the stages of either Procedure.

The parties to the agreement reserve the right to terminate it by giving three months' notice in writing. Amendments to the agreement may be made with the consent of both parties.

Individual Grievances

The right of an employee to request a personal interview with the head of the organisational unit or other appropriate officer of the university shall in no way be limited by this procedure.

Stage 1

1. A member of staff with a personal grievance shall first discuss the matter with

her/his immediate supervisor or line manager. If the supervisor/line manager is unable to resolve the matter s/he should inform the head of the organisational unit, or her/his nominee, who should, wherever possible, meet with the employee concerned within three working days. In cases where the grievance relates to the employee's immediate line manager/supervisor, s/he should raise the matter with the head of the organisational unit. In cases where the grievance relates to the head of the organisational unit, the employee would progress directly to stage 2 of this procedure.

Stage 2

1. If the grievance remains unresolved the member of staff may proceed to stage 2 provided s/he notifies the Director of Human Resources of her/his wish to do so within ten working days of the meeting with the head of the organisational unit. This would be acknowledged in writing by the Director of Human Resources or his/her representative.

2. The Director of Human Resources or her/his representative shall then meet with the head of the organisational unit and the member of staff who, if she/he wishes, may be accompanied by a trade union representative or by a University of Manchester colleague. Such meetings shall wherever possible be arranged within five working days of the referral of the matter to the Director of Human Resources.

Stage 3 (Appeal to Board of Governors)

A member of staff shall have the right to appeal to the Board of Governors, or any committee appointed by it, provided that:

- (a) The procedures outlined above have been followed and the grievance has not been resolved.
- (b) The Registrar and Secretary is notified of this wish within ten working days of the individual being informed of the result of Stage 2.
- (c) The Board, or its committee, shall have discretion, within the bounds of natural justice, as to the procedures it shall adopt to hear the appeal, except that:

- (i) A member of staff may be accompanied by a trade union representative or by a University of Manchester colleague who may speak on his/her behalf.

- (ii) No person who was concerned in the case before the appeal to the Board shall be a member of the body hearing the appeal.

Representation

Employees have the right to be accompanied or represented by a trade union representative or by a University of Manchester colleague at all stages of the procedure.

Collective Grievances

The involvement of the full-time official of the relevant trade union at any stage of this procedure, shall be at the discretion of the local trade union branch.

Stage 1

1. Where an issue is of general application affecting some or all of those staff represented by the relevant trade union, it shall be raised initially by a Branch representative with the appropriate Human Resources manager.

Stage 2

1. If a grievance remains unresolved the matter will progress to stage 2 of the procedure.

2. The trade union branch should notify the Director of Human Resources in writing,

within ten working days of the initial meeting, of the substance of the collective grievance. This would be acknowledged in writing by the Director of Human Resources or his/her representative.

3. The Director of Human Resources or his/her representative would then meet with a trade union representative to discuss the issue. Wherever possible, this meeting would take place within ten working days following receipt of the written statement.

Stage 3 (Appeal to Board of Governors)

A recognised trade union shall have the right to appeal to the Board of Governors, or any committee appointed by it, provided that:

(a) The procedures outlined above have been followed and the grievance has not been resolved.

(b) The Registrar and Secretary is notified of this wish within ten working days of the individual being informed of the result of Stage 2.

(c) The Board, or its committee, shall have discretion, within the bounds of natural justice, as to the procedures it shall adopt to hear the appeal, except that no person who was concerned in the case before the appeal to the Board shall be a member of the body hearing the appeal.

Notes

1. Throughout these procedures the words "organisational unit" should be understood as referring to the relevant School/Faculty/Directorate or other equivalent organisational unit in the University.

2. On occasions, delays may occur in these procedures (caused, for example, by the absence of key personnel). Every effort will be made to keep such delays to the minimum. Wherever possible, the appellant and/or her/his representative will be informed of the reason and any action that is being taken to minimise the delay.

3. Although ACAS's involvement does not form part of the formal Procedure, this does not preclude the possibility of reference by either party to ACAS in order to seek a resolution once this Procedure has been exhausted.

Document control box

Policy / Procedure title: Grievance Procedure for Support Staff

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