



BGA CLUB MANAGEMENT GUIDES

Volunteer Role Descriptions

Volunteer role descriptions

These help people to understand what is required when you put out a request for ‘volunteers’. In an ideal world, the club committee will already have a good understanding of exactly what needs doing, however, the process of defining and writing a role description will teach everyone more about the role – including the writers! A good role description helps to answer the sorts of questions a potential volunteer will have and help to define the future of the role within the club.

There are two aspects to a well-defined role description – the role and the volunteer.

This matrix is from p9 of the WCVA [Recruiting volunteers - a manual of good practice](#)

Title:	Give the role a clear and descriptive title
Purpose:	What is the main purpose and context?

	The volunteer role	The volunteer
Main tasks:	What do you want done?	What skills, experience, attitudes or qualities are required?
Time and place:	Set hours or flexible? Location of work?	Estimate min/max time commitment Are there access implications?
Working with:	As a team or alone? Accountable to?	Do you need a reliable team member? ...or someone who can work independently?
Support:	Induction, training, support & supervision Is there a trial period? Is equipment provided? Are expenses paid?	Do you need someone who will ask for help when they need it? Is training or supervision compulsory? Does a volunteer need to supply materials or equipment?
Benefits:	What will a volunteer get out of this?	What might motivate someone to do this?

Top notch vs bottom line – some real life realism is required

What are the qualities and attributes you are looking for? What are the minimal criteria? Where can you be flexible in response to volunteer needs (such as their available time)? Are there possibilities for sharing a role, or breaking areas into more manageable chunks? For instance, the Treasurer role is quite often wide ranging, but lends itself well to a bit of delegation and team work. The CFI can be well supported by a group of deputy CFIs, each taking a lead on supporting different coaching activities. It is a question of blending the needs of the club with the abilities and interests of the available volunteers.

Other things to check and define before asking for someone to volunteer:

- clarify budget and staff resources for volunteer management
- define broad aims of volunteer programme
- develop a volunteer policy
- set up a system for payment of expenses (and cross-reference systems if any volunteers intend to donate expenses back to the club, and your club claims Gift Aid on donations as part of the CASC scheme)
- check that adequate insurance cover is in place
- carry out risk assessment of key volunteer roles
- check that volunteers' personal data is kept in accordance with data protection legislation
- prepare staff, clients, existing volunteers to welcome new volunteers
- prepare appropriate information for volunteer enquirers
- clarify arrangements for interview, selection, induction and any initial training
- review systems of supervision and support

More [advice and guidance from WCVA](#)

Why is it called a 'role' description?

It is very important to ensure the role of a volunteer is kept voluntary and does not stray into an employment situation, with the related minimum wage, tax, national insurance and other accountabilities. This means:

- Avoiding the use of terms such as 'job' and 'employed'
- Not providing payment in lieu of work carried out. This includes in-kind payments.

More information from <https://www.gov.uk/volunteering/pay-and-expenses>