

WELSH BOWLS UMPIRES ASSOCIATION

VOLUNTEER MANAGEMENT POLICY

Introduction

Membership of the Welsh Bowls Umpires Association (WBUA) is only obtained by qualifying as either an Umpire or Marker; therefore, the use of volunteers is unlikely, however in the event of WBUA using volunteers this Volunteer Management Policy establishes a structure to recruit, train and retain volunteers while complying with health and safety and legal compliance.

It clarifies people's roles and outlines fair treatment and procedures for recruitment, induction, conflict resolution and reducing the risk of volunteers being mistaken for WBUA Officials or members.

Recruitment

WBUA welcomes volunteers from all walks of life. We actively encourage equality, diversity and inclusion, not just because it is law, but because it is the right thing to do.

Our aim is to promote Equality, Diversity and Inclusion to ensure everyone is treated fairly and assessed in relation to their individual skills and abilities.

We will use appropriate means to advertise locally that take into account the principles of our Equality & Diversity policy. All applicants will be interviewed by an appropriate WBUA Official. Should the duties involve working with children and adults at a risk, a criminal record check with the Disclosure and barring service (DBS) will be made for every volunteer.

Induction and Training

Volunteers will receive an induction which will include:

- The role of the volunteer.
- A list of all Officials and volunteers.
- Copies of all relevant policies including this volunteer policy and as a minimum Child Protection and Adult at Risk Policies, Confidentiality, GDPR, Health and Safety, Equality & Diversity and Bullying and Harassment.
- Copies of all Essential Procedures and information about relevant Code of Conduct including the use of social media.
- Induction training and details of ongoing training and development.

Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement, however all out of pocket expenses including expenses for travel, food and accommodation must be agreed with the WBUA before incurring the expense.

All volunteers should read and follow the Gifts & Hospitality Policy.

Expectations and Responsibilities

As a volunteer, you have the responsibility to:

- Be reliable
- Respect confidentially
- Read and adhere to all WBUA policies.
- Let WBUA know as early as possible if you're unable to make a scheduled activity or task.
- Ask for support if you need it.
- Be accountable for your actions.
- Be courteous to members, the public and other volunteers.
- Raise any issues you may have with a WBUA Official and not speak badly of the organisation to members, the public or other volunteers.

Support and Development

WBUA Officials will support all volunteers, and the Secretary will have regular supervision meetings to support the volunteer's development and discuss any problems or issues that may arise.

Resolving Problems

The relationship between WBUA and its volunteer is entirely voluntary and does not imply any contact. However, it is important that WBUA is able to maintain its agreed standard of service to the clients who use it and it is also important that volunteers should enjoy making their contribution to this service.

If your role as a volunteer does not meet WBUA standards, here is how it will be dealt with:

1. Initially with a meeting with a WBUA Official who will explain the concerns.
2. If this does not resolve the concern, then a meeting with our Chairman will be convened.
3. If your work still does not meet with our standards, then we shall have to stop using your services.

If you are dissatisfied with any aspect of your duties, you should:

1. Initially explain your dissatisfaction to a WBUA Official.
2. If that does not resolve the concern, then a meeting with the Chairman should be convened.

3. If after this, your dissatisfaction remains unresolved, and we are unable to resolve your grievance, then it would be inappropriate for you to continue to be a volunteer.

At all times you will be freely able to state your case and can have a friend to accompany you.

This Volunteer Policy is freely accessible to all. It will be reviewed on an annual basis to adapt or improve it.

WBUA would like to take this opportunity to thank you for offering your time and commitment to WBUA. We hope you enjoy volunteering for us and find it a rewarding experience.

Policy implementation date January 2026, review date January 2027.