



## **SUMMARY OF VOLUNTEERS MEETING**

**23<sup>rd</sup> October 2014**

### **Welcome and introduction**

Grenville Millington welcomed the volunteers to the meeting, he said that he could not run the club on his own and needed the support of volunteers. He said that one of the key aims was to improve communications with volunteers and look at ways of rewarding them. GM said that the aim would be to have four volunteer meetings per year and his aim was that the club operated on an inclusive way where everyone was treated well. His style would be to enjoy being chairman and wanted the club to operate in a way that:

- ✓ customers were treated well
- ✓ bad behaviour wasn't ignored
- ✓ people were kind to each other
- ✓ people left their problems at home

GM had a very strong message for volunteers believing that:

### **VOLUNTEERS ARE THE HEARTBEAT OF THE CLUB**



### **Volunteer's communication structure**

Neil Bellis outlined the board's proposal for establishing a structure of volunteer working groups, the idea being to have between 3 and 10 members in each group, with each group having:

- ✓ regular meetings with minutes circulated
- ✓ a board member to liaise with
- ✓ a chairman (who was not necessarily their board member liaison)
- ✓ a Chester FC email address

Groups would be able to put forward ideas for projects with self financing projects being more likely to be accepted, in the event of projects being rejected there would be an appeals mechanism. In the event of a working group feeling that their board member is not communicating properly then they should contact either GM as the volunteer director or NB as the communications director. Any issues discussed at the board will be published in minutes on the CFU website.

NB emphasised the need to follow social media rules details of which are set out in the volunteers' handbook

## **The groups**

The following volunteer groups will be established:

- ✓ Media / communications
- ✓ Fundraising
- ✓ Match day
- ✓ Office / shop
- ✓ Stadium maintenance
- ✓ Governance
- ✓ Finance
- ✓ Match hospitality / Legends Lounge

Volunteers moved into the groups were asked to consider:

- ✓ Issues that they could address now
- ✓ Issues that could be addressed before the end of the season
- ✓ Issues that could be addressed before the start of next season

Any proposals needed to be within a SMARTA framework:

- ✓ Specific
- ✓ Measurable – when will this happen
- ✓ Achievable
- ✓ Realistic
- ✓ Targeted
- ✓ Antidiscrimanatory

## **Feedback and next steps**

Each group gave feedback on the areas that they had considered and the next steps would be for the groups to start meeting on a regular basis as proposed. With the next all volunteers group being planned to take place in January 2015.