



Volunteers Policy June 2026

1. Policy purpose and scope

Volunteers play a vital role in helping the club maintain and fulfil match day operational obligations. The purpose of this policy is to clarify the terms on which volunteers carry-out tasks for Brackley Town FC. This policy provides a clear framework for the club's recruitment, management and support of our volunteer staff.

This document is not a contract of employment and does not constitute a contract of employment.

2. Definition of "volunteer"

A volunteer is someone who, without compensation or expectation of compensation beyond reimbursement of expenses incurred during their volunteer duties, performs a task at the discretion of and on behalf of Brackley Town FC. Volunteers are not employees of the Brackley Town FC and do not work under a contract for services. They conduct specific tasks on behalf of the Brackley Town FC. Similarly, Brackley Town FC is not obliged to offer work, other than their volunteering duties.

While volunteers have no employment rights such as paid sickness and holidays, they are covered by Brackley Town FC's rules on health and safety and equal opportunities and should ensure that they are aware of and follow these policies.

3. Safer Recruitment and Selection

Safer recruitment is key to Brackley Town FC a safer environment and provides our volunteer staff a fair, transparent process that promotes diversity and inclusion. All prospective volunteers must complete an application form and will be required to attend an interview.

4. Induction and Training

All volunteers receive an induction that includes an overview of the organization, health and safety guidelines, and role-specific expectations. Ongoing training and development opportunities will be provided to support volunteers in their roles as required.

5. Users and Relatives as Volunteers

Clients of Brackley Town FC may be accepted as volunteers, where such service does not constitute an obstruction to, or conflict with, service provision to the users or to others. Relatives of clients may also serve as volunteers but will not be asked to carry out any work that impinges upon their relationship.

6. Service at the Discretion of the Brackley Town FC

Brackley Town FC accepts the service of all volunteers with the understanding that such service is at its sole discretion. Volunteers agree that Brackley Town FC may at any time, for whatever reason, decide to terminate the relationship. If a volunteer wishes to end their relationship with Brackley Town FC, they should inform the relevant manager as soon as possible.



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7. Representation of Brackley Town FC

Prior to any action or statement that might significantly affect or obligate Brackley Town FC, volunteers should seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, lobbying efforts with other clubs, collaborations or joint initiatives, or any agreements involving contractual or other financial obligations. Volunteers are not authorised to act as representatives of Brackley Town FC unless this is explicitly stated.

8. Representing the club

Whenever a member of staff, official or volunteer is at the club or representing the club away from St James Park, they are expected to do so in a way that reflects positively on the club i.e., they must be courteous, respectful, and considerate to others, including work colleagues.

Volunteers must be aware of their public image and that of the club when using social media, i.e., Facebook, X, and other social media platforms, and are personally responsible for what they communicate on social media. They must bear in mind that what they publish could be read by the public, future employers and friends and family. Staff must ensure that their on-line profiles are consistent with the professional image expected by the club and should not post material which damages the reputation of the club, or which may cause a safeguarding concern. This applies equally to re-posting, re publishing or “liking” posts that are inappropriate or reflect badly on the club.

9. Roles and Responsibilities (See

Volunteers are expected to:

- Act in accordance with the organization’s values, policies, and procedures.
- Commit to agreed schedules and notify staff if unavailable.
- Always maintain confidentiality and respect privacy.
- Carry out their duties responsibly.

Brackley Town Football Club is committed to:

- Providing a safe and supportive environment.
- Offering appropriate training and supervision.
- Recognizing and appreciating volunteer contributions.

10. The media including social media

From time-to-time members of staff, officials and volunteers may be asked to engage with press or media. Always gain the permission of the club before talking to the press or media.

Always contribute well in a way that will reflect well on the club. Interviews with external media is never the way to raise concerns or air grievances. Brackley Town FC never expects to hear of a complaint via the media.



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11. Dress

A person's dress and appearance are matters of personal choice and self-expression.

However, staff, officials and volunteers must ensure they are dressed in ways which are appropriate to their role and not likely to be viewed as offensive, revealing or sexually provocative; specifically should not distract, cause embarrassment, or give rise to misunderstanding; they should be culturally sensitive and free of any political or otherwise contentious slogans, and not considered to be discriminatory.

In certain roles specific items of clothing are compulsory e.g., hi-vis jackets or other protective clothing.

12. Lines of Communication

Line Managers are responsible of ensuring that their volunteer staff are fully informed of their duties and responsibilities on a regular basis and on match days.

In the event you (Volunteer) have a concern or an issue, you are to bring this to the attention of your line manager as soon as possible. If the issue concerns your line manager, then you are to bring this to the attention of the Welfare & Safeguarding Officer – Nick Zammit (nick.zammit@brackleytownfc.co.uk) as soon as possible.

13. Conflict of interest

Any volunteer, who has a conflict of interest with any activity or programme of Brackley Town FC, whether personal, or financial, must declare this to their line manager.

14. Health and safety

All staff, officials and volunteers have a duty to be mindful at all times of the health and safety policy.

Qualified staff regularly conduct health and safety checks throughout the entire club. All staff, officials, and volunteers working within the club are responsible for reporting any potential H&S issue or concern to a senior member of the club who will ensure the matter is raised to the appropriate member of staff for inspection and rectification.

Members of staff, officials and volunteers may have access to confidential information about the club or about others working or volunteering at the club to undertake their responsibilities. In some circumstances this information may be sensitive and/or confidential. Confidential or personal information must never be disclosed to anyone other than on a need-to-know basis.

- Volunteers are covered under the club's health and safety policies.
- All incidents or accidents must be reported to the appropriate staff member immediately.
- All incidents that are reported will be investigated, resolved and corrective actions taken where necessary.



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15. Welfare & Safeguarding

All staff, officials and volunteers have a duty to keep all users of the club safe and to promote their welfare and to protect them from harm.

Staff, officials, and volunteers must feel able to raise issues of concern and everyone must fully recognise the duty to do so particularly in terms of child protection. Adults have a duty to report any child protection or welfare concerns to the club's designated safe-guarding lead or any club official.

16. Insurance

All volunteers are covered under the club's public liability insurance whilst working in an approved area of the ground and within the agreed working hours.

17. Criminal Records - Checks-DBS

As appropriate for the protection of clients, volunteers in certain assignments may be asked to submit to a criminal record check. Volunteers who do not agree to the background check may be refused the opportunity to work with the club.

17.1 DBS Requirements:

A DBS check is required for anyone aged 16 years or over who undertakes any potentially unsupervised roles working directly with all those under the age of 18 and vulnerable adults.

18. Grievance, Disputes and Problem Solving

The club is committed to treat volunteers fairly and with respect. Any concern, complaint or allegation of mistreatment must be reported in the first instance to your line manager. If the concern or allegation relates to your line manager, then the matter must be reported to the Welfare & Safeguarding Officer or another senior member of the club.

The club is committed to resolving any concern or dispute swiftly and fairly allowing parties involved the opportunity to state their views independently.

- Any concerns or grievances must be addressed and forwarded to their line manager or the clubs welfare lead (nick.zammit@brackleytownfc.co.uk)
- A clear process is in place for managing complaints or misconduct, which may lead to a review or ending of the volunteer arrangement. All concerns are to be forwarded.

19. Confidentiality

Individual confidentiality is paramount and will be strictly adhered to. The club will take matters extremely seriously if confidentiality rules have been broken and action will be taken towards the individual(s) concerned.



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20. Confidentiality & Data Protection Act 2018

Brackley Town FC is registered under the Data Protection Act 2018. Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a member of staff, volunteer, service users or other person, or involves the overall business of Brackley Town FC.

Failure to maintain confidentiality will be treated seriously.

21. Ending the Agreement

This agreement can be terminated by either party with immediate effect.

Details of termination of this agreement will be based on circumstances which are to remain confidential to both Brackley Town FC and the individual.

22. Club Contacts

Name	Club Role	Email	Number
Janene Butters	CEO	janenebutters@brackleytownfc.co.uk	-
Andy Thompson	Head of Development	andythompson@brackleytownfc.co.uk	07977 253151
Chris Tymon	Head of Media	christymon@brackleytownfc.co.uk	07879 621773
Nick Zammit	Welfare & Safeguarding Lead	nick.zammit@brackleytownfc.co.uk	07801 106842
Mike Bosher	Head of Matchday Volunteers	mike@brackleytownfc.co.uk	07801 704593
Steven Mole	Match Day Operations Manager	stevenmole@brackleytownfc.co.uk	07856 575985

23. Distribution:

All Brackley Town Football Club Volunteers.

23. Policy Review

All aspects of this policy and procedure will be reviewed and monitored on a regular basis through feedback from employees, volunteers, and management staff on any elements within this policy document.

24. Policy Sign Off

Brackley Town Football Club

Date: June 2026