



Swifts Junior  
Badminton Club

*If the training is easy  
the match will be hard,  
but if the training is  
hard the match will be  
easy.*

## Guidelines for duty managers

On behalf of Swifts and its members, thank you for agreeing to be rostered as a duty manager for this season. Without your efforts the club would not be able to function effectively.

This document is intended to provide guidelines about the role, and supplements the information and resources you need for the coming season. If you think anything is missing, or have a suggested improvement, please let the club's child welfare officer know.

### The Rota

Each duty manager will be scheduled to act on four club session days during the season, and to be the reserve for a further four days.

Any duty manager who is unable to act as scheduled should let the child welfare officer know as soon as possible so that a rota swap can be organised. If you are ill when you are scheduled for duty, or cannot come for any other last-minute reason, please contact the nominated reserve **urgently** so that they can take your place in good time.

### Arrival and departure

You should be at Lightwater about ten to fifteen minutes before the first session is due to start so that you can get set up before the members arrive, and to give time for pre-session discussions with the coaches. Club sessions, from September 2010, commence at 8:45am for most of the season, except for the summer when they start at 10am.

The final club session is scheduled to end at 1pm. Your departure should not take place until you are sure there are no unaccompanied stray members or outstanding problems (which is rare, fortunately), but this should normally be well before 1:15pm.

All the information resources you are expected to require are contained in the folder held in the club's locker. All committee members and the head coach have a key to this locker and there are two further keys that can be used by duty managers and passed on from week to week.

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**Child welfare officer:**  
**Natalie Pipe**  
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**Frimley GU16 9FA**

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## The role

The duty manager's role is outlined in the relevant role description, of which you have received a copy. This document aims to give guidance as to the sort of things that might arise and how to deal with them.

## Child welfare

This is the most important area, with the biggest priority.

Any child who emerges from the hall in distress or with an injury or illness should be looked after.

Lightwater Leisure Centre will always have a first-aider on duty who can be called, and further communication may be necessary with the child's parents if there is a serious problem. If it is very serious then it may be necessary to call an ambulance. The leisure centre has several ice packs that can be used on sprains and bruises, though the staff aren't always aware that this is the case.

If an incident gives rise to the need for someone to visit a hospital then our emergency procedure demands that you complete an incident report form and pass it to the club secretary.

Please keep half an eye on the situation in the hall and, if you spot something going on that you feel constitutes a possible problem, notify the coaches.

When a session ends members may be hanging around awaiting collection by parents or just waiting for a match to commence. Please don't allow anyone to wander off unaccompanied, or to misbehave around the building.

After the final session of the day, please ensure there are no unaccompanied members remaining who are younger than 16 years of age. It may be necessary to telephone the parents, who may agree that the child can be left to await their arrival.

If any child complains of the way they are being ill-treated in any way then the child welfare officer should be notified as soon as possible.



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## Membership enquiries

The folder contains application forms, copies of a publicity leaflet and copies of a three-page introductory document that can be handed out to serious enquirers. You will usually be able to arrange that such people can speak to a committee member if required, though if only a coach is present it would be preferable to wait until the current session ends.

## Liaison & cash collection

Please be prepared to receive match fees from team managers, subscription fees, tournament entry fees and so on.

Any payments received from members or team managers may be handed to either the treasurer or the secretary, suitably annotated. If neither is in attendance then please hold on to the money until you can hand it over.

The treasurer, Terry Chivers, will attend Swifts most weeks around noon, but not necessarily every week.

There may be other messages to be passed between members, committee members, coaches, other clubs and so on.

## Matches

Many of the queries you have to deal with will be about matches. Members will forget whether they are playing, or suddenly be unable to play; team managers will need help to fill a team at the last minute; members will ask about how to get to an away match venue; team managers will forget to bring a score sheet with them; team managers will need shuttles for their match; visiting clubs will have to be restrained from going into the hall before the club session is finished. Occasionally, a visiting team will turn up on the wrong day.

Please be alert to the fact that the child who becomes ill or injured may be scheduled to play in a match.

The folder will have the resources you need to deal with most of these matters.

In addition, team managers are briefed to make sure that the scheduled duty manager and reserve are both aware of who is playing in their matches each



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week so that you are as well-informed as possible. The match secretary will notify you of the fixtures list and any changes.

Christine Thompson will be arranging for sufficient tubes of shuttles to be made available to you for you to pass on to the team managers and coaches. These may sometimes be placed in the club locker, sometimes supplied personally.

If a player tells you that he/she can no longer play in a match, please endeavour to make sure the relevant team manager becomes aware as a matter of urgency. They may require your assistance to find a replacement from among the members present.

### Swifts clothing

Valerie Bradley is our clothing coordinator, responsible for all aspects of clothing sales (both new and second-hand), and contact details are provided in the folder. She will attend Swifts on a regular basis, though not every week. A price list for new kit is included in the folder. Members should be aware that the wearing of at least a club shirt is compulsory for anyone playing in a match. All other clothing is optional.

### Miscellaneous matters

Please do not hesitate to ask for advice or any other help.