



# CODE OF CONDUCT OF STAFF

# HANDBOOK INTRODUCTION

This handbook is for all Staff connected to the club. Throughout the Handbook there will be an introduction to our policies and procedures and our expectations from you as well as what you should expect from us.

Any amendments or additions to the Handbook will be notified to you.

The policies and procedures shall be reviewed annually for the purpose of monitoring their effectiveness.

## INTRODUCTION

Whilst you are part of Hull City Ladies, your manager will be your main point of contact and will assist you in settling in.

They will introduce you to your team and also to the full-time and voluntary staff at the club. They will also ensure you understand the health and safety requirements of your role and that of the stadium/working environment.

In addition to this, they will also ensure they spend some time going through all the policies that are listed in this handbook (full documents will be provided if requested).

Please make the most of this opportunity and ask any questions or highlight any areas you would need further support or training in.

Your manager is - Rachel Gay (Director)

## SUPPORT AND TRAINING

Your line manager will offer support and supervision throughout your time working with the club. We encourage you to express your view of our organisation freely.

There will be regularly structured supervision meetings with your manager who will ensure that you are making progress and developing in your role. You will also be appraised every year.

Throughout your time here we hope you can learn and develop as an individual and on occasion this may require some training.

You or your manager may identify a training need that is relevant to the role you are undertaking and this will be arranged accordingly.

## EXPECTATIONS, COMMITMENT & RELIABILITY

Whilst working at the club you can expect to;

- Be treated with respect and equal to others
- Receive help and/or training for you to learn and develop new skills
- Be given tasks that match your interests and skills
- Be provided with safe working conditions

All volunteers and staff are expected to;

- Treat everyone with respect, be polite and behave appropriately
- Follow the policies and procedures - you will be taken through these Ask if there is anything you do not understand
- Work together with other volunteers and staff
- Be reliable and let relevant people know if you can't come or if you will be late
- Ask for support when needed, talk about any concerns you may have
- Let us know if your circumstances change - if you are going on holiday or have a job interview for example.
- Also to be transparent about any conflicts of interest that may arise that could affect the club and your role.
- You will have a personal responsibility to protect and maintain the confidentiality of all player and club information. The disclosure of any confidential information of the clubs' members or its external partners is prohibited.
- Where staff uniform is provided this must be worn at all times.
- All staff will at all times respect the dignity of all of their colleagues and participants and not engage in behaviour which could undermine good working relationships. In particular staff should not use any inappropriate language including swearing.
- Sessions are to start and end on time with Staff being prepared and ready.
- Mobile phones are to be used appropriately; staff will be added to groups to communicate with other staff and participants. The groups will be monitored, any concerns raised could result in expulsion from the groups. Staff are not permitted to set up separate chats with participant, professional boundaries are to be maintained at all times.
- Staff to take reasonable care to safeguard their own safety and that of others with whom they work.
- To always act responsibly, in a way to ensure our own health and safety and that of others.
- Staff may choose to leave at any time - we however ask that as part of your signed agreement with us that you provide us with a written intent to leave the club with 2 months' notice.

## CONFIDENTIALITY

As a member of Hull City Ladies team, you will come into contact with a lot of people and as a result are privy to personal and confidential information. It is essential that this information stays with you.

If you are worried or concerned and need to talk to someone, please approach your Volunteer Co-ordinator or the Managing Director who will happily have a chat about your concerns.

"Any individual associated with Hull City Ladies shall not, during his/her time with the club or after its termination, use or divulge to any person or organisation any confidential information which he/she may receive in the course of his/her period of time with the club".

## **EQUALITY & DIVERSITY**

The club recognises that individuals and communities may experience unlawful discrimination on the grounds of their race or ethnicity, disability, gender (including transgender and transsexual people), relationship or marital status, sexual orientation (because they are lesbian, gay, bisexual or heterosexual), relationship or marital status, age, HIV status, language, background, physical or mental impairment, faith or religious belief or physical appearance.

We believe that equality for all is a basic human right and actively oppose all forms of unlawful and unfair discrimination. We celebrate the diversity of society and are striving to promote and reflect that diversity within the club's own structure.

The club is also committed to promoting equality by treating people fairly and with respect, by recognising that inequalities may exist, by taking steps to address them and by providing access and opportunities for all members of the community.

## **HEALTH & SAFETY**

The club is committed to ensuring the health, safety and welfare of all its volunteers, employees and any other persons that may be affected thereby, as far as is reasonably practical.

Responsibility for health and safety applies at all levels of the club.

Directors, employees, volunteers, guests and customers are all required to be vigilant and responsive to health and safety issues. The policy can only be successfully implemented through the willingness and cooperation of all alike.

The club will therefore:

- Take reasonable care for the health and safety of its employees, volunteers and Directors

Staff will:

- Co-operate with management in the execution of their obligations
- Report all accidents no matter how minor
- Not interfere with anything provided for health, safety and welfare

Every employee, volunteer and Director has the duty by law to act responsibly and take reasonable care of the health and safety of themselves, their colleagues and the public whilst at work.

The club regards the health, safety and welfare of all employees, volunteers and Directors at work as a matter of great importance. At all times our working patterns and procedures are designed to conform to or exceed legislative requirements.

Should you believe that we are not conforming to best practice in this regard please discuss the matter immediately with the Manager, Director or Welfare Officer. The full Health and Safety policy is available on request.

## **PERSONAL SAFETY**

The club defines personal safety as 'an individual's ability to go about their everyday life free from the threat or fear of psychological, emotional or physical harm from others'. This highlights that personal safety relates to harm caused by other people's behaviour.

As part of your induction, we will ask you to complete an emergency contact sheet. Please complete this immediately and hand it to your manager.

## **PROBLEM SOLVING PROCEDURE**

The club welcomes the involvement of all its members and we try to make sure that the experience of participating is a rewarding one. We try to get things right, but occasionally we may fall short of individual expectations. If you are unhappy about any aspect of your role, or experience then please talk to your manager in the first instance. They will listen and aim to sort out any differences you are experiencing.

We hope that most problems can be dealt with and resolved informally through regular supervision. If something is not resolved to your satisfaction, you have the right to make a complaint using our organisation's grievance policy which is available upon request.

## **ACCIDENTS AND INCIDENTS**

All accidents and incidents must be reported to your manager or other senior members of staff as soon as possible. If you feel that it's an emergency then please contact the emergency services immediately.

## **DATA PROTECTION**

The club will hold contact and induction details for all our volunteers and staff. In line with the club data protection policy, records will not be held for longer than is necessary and will be stored and disposed of securely. You can request to see information that we hold about you. Our data protection policy is also available on request.

## **DBS**

The club is involved with working with vulnerable members of our community including children and in a variety of ways. If your role involves working directly with these people then

you will be required to undergo a Disclosure, Barring and Safeguarding Check as part of our and the local FA's policy on safeguarding. The welfare officer will provide you with more information if it is necessary for your role.

## **BETTING & GAMBLING**

As a staff member you are classed as a participant in the game and as such there shall be a complete prohibition on betting on football, either directly or indirectly, by any member associated with the club. You will also be prohibited from betting, either directly or indirectly, on any matter concerning football anywhere in the world.

## **EXPENSES**

The club will reimburse any reasonable travel costs (outside of the region - Hull and East Riding) associated with your role. All expenses should be agreed with your manager and Chairperson of the club before making a claim and detailed on the relevant expenses claim form.

Attendance at meetings that are held at the head office, parking after 6pm is free of charge, with car park and on street parking available.

## **ABSENCE**

The club recognises that from time-to-time staff may be absent. However, it is recognised that the club may experience operational difficulties when individuals are consistently absent from their role. This policy outlines the procedures for managing absence effectively, whilst at the same time ensuring that absence is treated consistently and fairly.

The club recognises its duty of care to all staff in supporting their health and well-being.

The aim of this section is to ensure that staff who are absent from their role due to sickness will receive the support and guidance they need, and to assist their return to our organisation.

If you are unable to attend your role at the agreed time, please advise your manager at the earliest opportunity.

## **STAFF AGREEMENT**

This arrangement tells you what you can expect from us and what we hope you will give to the club. We aim to be flexible, so please let us know if you would like to consider any changes.

We, the club, will do our best to:

- Introduce you to how the organisation works and your role in it
- Provide any training you need to fulfil your role

- Arrange meetings with the relevant team leader so that you can tell us if you are happy with all aspects of your volunteering and get feedback from us

Respect your skills and individual wishes and do our best to meet them

- Consult with you and keep you informed of possible changes
- Provide a safe workplace
- Apply our Equal Opportunities Policy
- Apply our Complaints Procedure if there is any problem
- Give you current information regarding your role and the wider club structure

The staff member will:

- Work reliably to the best of their ability.
- To attend all sessions related to their working role
- To avoid taking leave during the football season, including training nights and match days.
- Give as much warning as possible whenever they cannot work and reasonable explanation.
- Follow the club policies and guidelines, including Health & Safety, Equal Opportunities, Data Protection and Confidentiality

Each staff member will be asked to sign a copy of the staff agreement and return to staff Coordinators prior to them beginning their role at the club.

Policy Expires 10/05/2026

Signed: Rachel Gay (Chairperson)