

VOLUNTEER BOOKLET



GOLF IT!

R&A

WELCOME

Russel Smith
General Manager Golf It!



Golf It! is at the heart of our local community - and that community is the heart of our entire ethos.

We are here to entertain families, provide fun activities, and make golf the game of the people, accessible to all, just like it was in the early days. But we are also here for something even more important: To give a future to people who may not see one.

To get kids and adults alike outside and into the fresh air, improving fitness and mental health at the same time.

To help those who need it, to support initiatives to steer young people in the right direction, and to provide freshly grown produce from our gardens to groups who can use it. And to be a place where all are welcome, where we teach about nature, growing food, sustainability, and looking after our world and each other.

For me, Golf It! is a community hub first and foremost - that's the key. And we couldn't do any of it without our incredible volunteers who give us their time. In return, we give them skills, socialising, pride, self-esteem, a sense of community and just maybe, a change in direction or a new goal to focus on in their future lives.

That is what Golf It! is all about.





MAKE A DIFFERENCE

Ian McDonald

Leading on Volunteering and
Community Development

We are thrilled to have you join our team as a volunteer. As you embark on this journey with us, this handbook and induction pack serve as a guide to familiarise you with our organisation, its mission, values, policies and expectations. Please take the time to read through it carefully to ensure a smooth and fulfilling volunteer experience. Welcome to the team.

OUR VISION:

**TO LEAD THE WAY IN
RECOGNISING GOLF AS A
SPORT THAT IS ACCESSIBLE,
INCLUSIVE AND
AFFORDABLE TO ALL.**



OUR MISSION:

WE STRIVE TO CREATE OPPORTUNITIES FOR PEOPLE OF DIVERSE BACKGROUNDS, ABILITIES, AND AGES TO ENGAGE IN GOLF, WHILE EMPHASISING THE POWER OF THE SPORT TO BRING COMMUNITIES TOGETHER.





ABOUT THE R&A

Golf It! is brought to you by The R&A.

The R&A is the global governing body for golf. The R&A Foundation is the R&A's charity, through which it supports programme worldwide which provide support to golf, and through golf to individuals and communities.

The R&A exists to make golf more accessible, appealing and inclusive and to ensure it's thriving 50 years from now.

We want to provide formats of golf that are multi-faceted, engaging and can be enjoyed by everyone. That's why we've created Golf It!

Golf It! provides innovative activities for the whole family to relish. Prepare for a new type of golf facility that will make you challenge everything you thought you knew about the sport.

THE GOLF IT! STORY

Golf It! is a new exciting way for the whole family to have fun and get active.

The best times as a family are when we play and laugh together. The best activities are the ones that have something for everyone and keeps us all interested. Which is why we think you will love Golf It!

We've taken the best bits of golf and transformed it into great games, great food, belly laughs, and fresh air.

This is your local space to enjoy and share – combining the game with your chance to connect with nature, wildlife hotspots, and healthy, fun activities throughout the park.

We've got something for everyone to try out, from Adventure Golf and play parks for young kids to enjoy, to short courses and the driving range for popping in and developing your game and 9 hole courses, for healthy exercise and fresh air.

We've got everything covered to get your family enjoying time together, trying things for the first time, and talking about it until you come back for more.

So come to Golf it! and watch a whole new world of family fun and connection open up!

BRINGING VOLUNTEERING TO THE COMMUNITY

We can offer a variety of volunteering opportunities at Golf It!, including:

- Golf Operations
- Coaching
- Working with schools
- Event Planning
- Marketing and communications
- Environmental work

Full role descriptions will be available on appointment



VOLUNTEERING ALLOWS YOU TO...

- Develop new skills and gain experience that can enhance your personal and professional growth.
- Make a positive impact in the lives of others and contribute to the betterment of your community.
- Work alongside other like-minded individuals, allowing you to build strong relationships and expand your network.
- Develop or enhance various skills like communication, teamwork, problem-solving, leadership and organisation.
- Bring a sense of fulfillment, purpose and happiness, as it provides opportunities to help those in need and make a difference.
- Contribute your time and skills to boost your self-esteem and confidence, as you see the positive impact you can make.
- Gain valuable experience and connections, which can enhance your resume and open doors to new career opportunities.
- Take a break from your regular routine and maintain a healthy work-life balance by engaging in meaningful activities outside of work.



USEFUL INFORMATION



PERSONAL QUALITIES

- No previous experience required.
- Willingness to learn and commitment.
- Being calm and cheerful when things go wrong.
- Happy asking for help if required
- Adaptability and Flexibility
- Good timekeeping

TRAINING & DEVELOPMENT



VOLUNTEERS WILL

- Be invited to join us for an informal information / familiarisation visit and if still keen, agree be scheduled into a rota.
- Receive induction training and ongoing support and training as needed
- Have support and supervision
- Be given appropriate training and offers of additional training throughout

BENEFITS

- Volunteer over shirt and lanyard
- Discount on Golf It! activities
- Volunteer travel and meal expenses will be covered to ensure no volunteer is out of pocket for volunteering.
- Unique opportunities

INTERESTED?

If you're interested about volunteering at Golf It!, contact Ian McDonald:



email: ian@catchthelight.biz

tel: 07951 980 589

**MAKE A
DIFFERENCE**

GOLF IT!

VOLUNTEERING: INDUCTION BOOKLET



GOLF IT!

R&A

SHIFT MANAGEMENT



Golf It! shifts are managed using Rota Ready. This is an app that volunteers download on their phones to allow notification and management of shifts.

ON APPOINTMENT:

- You will receive a link that will allow you access to Rota Ready
- You will be contacted by a Trailblazer Supervisor who will let you know when and where you are required
- Please note that the busiest days for Golf It! are Thursday, Friday, Saturday and Sunday
- If you are allocated a shift and can't make it please contact a Trailblazer supervisor as soon as you can. Trailblazer Supervisor contact numbers can be found under the Contacts page of this document.

EQUALITIES POLICY



We recognise the benefits of a diverse community of volunteers and are committed to being an inclusive organisation where everyone is treated with respect, dignity and where there is equal opportunity for all. We are committed to eliminating discrimination from our recruitment and day-to-day volunteering practice.

We will take steps to ensure that volunteers are recruited, trained and developed on the basis of ability, the requirement for the role and the need to maintain an effective and efficient service. To monitor our effectiveness and to comply with the obligations placed on us under equalities legislation, we collect and analyse the information you provide. All volunteers are requested to complete our equalities form which will be used for monitoring purposes only and will be stored securely.

WELFARE & WELL-BEING



COMMITMENT

Golf It! is committed to the welfare and well-being of its staff and volunteers. We recognise our responsibility towards ensuring the physical, mental and emotional welfare of all staff. We strive to create a safe and supportive environment that promotes the well-being of both the staff and the communities we serve

PROTECTING VULNERABLE GROUPS PVG

Required when

- Teaching or supervising children and/or protected adults.
- Providing personal services to children and/or protected adults.
- Working directly with children and/or protected adults.
- If volunteers require a PVG check, this will be at no cost to the volunteer. If you would like to discuss this further please email ian@catchthelight.biz

Volunteer recruitment will not be complete until, where necessary, a full PVG check has been made.

[Link here](#) for our full Safeguarding Policy

CODE OF CONDUCT



AS A VOLUNTEER WITH GOLF IT!, WE WANT YOU TO:

- Be a good role model with behaviour and attitude in line with our values and ethos.
- Be friendly, courteous and kind at all times
- Treat everyone with dignity and respect, following our Equality and Diversity Policy.
- Respect other people's privacy and boundaries.
- Communicate with others openly and respectfully.
- Be responsible and accountable in the way you carry out your role.
- When volunteering in a school or community setting, adhere to their policies, procedures and rules.
- Not act fraudulently or dishonestly or do anything that brings, or is likely to bring, Golf It! into disrepute.

VOLUNTEER AGREEMENT



To ensure GOLF IT! offers a good volunteering experience and volunteers know what to expect, **GOLF IT!** agrees to:

- Provide an induction and any training needed for the role
- Give regular support to the volunteer
- Have a named person to support the volunteer
- Treat volunteers in line with an equal opportunities policy
- Pay back volunteer expenses
- Follow good health and safety practices

GOLF IT! expects volunteers to:

- Follow relevant policies and procedures, such as health and safety or confidentiality
- Meet agreed expectations for the role, such as the amount of time the role should take

CONTACTS

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Development Lead

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