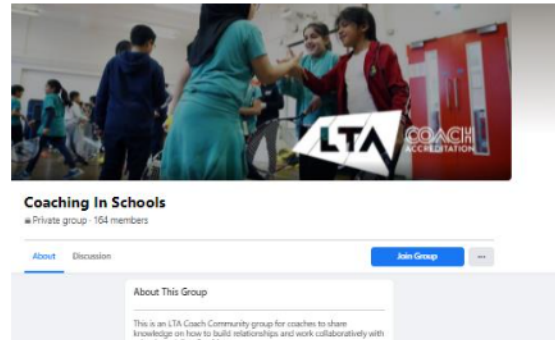


# TENNIS VOLUNTEER ONLINE COMMUNITY: AN OVERVIEW

## Context - About the Group

The Tennis Volunteer Online Community is a community group hosted on Facebook to connect volunteers from tennis venues, to share knowledge and experiences, and to obtain advice from other volunteers in a safe environment. It will have a similar look and feel to existing tennis forums.



Whilst set up and administered by the LTA, it will be a volunteer-led initiative and self-regulated, supported by a team of volunteer Community Champions. The community will be in place to facilitate mutual advice and support, but not a forum to obtain LTA support, raise complaints, or to discuss general tennis matters. The community will also not be a place for the LTA to push out content.

Members of the group will be asked to adhere to the **Rules of Engagement** (below). It will be open to any volunteer or individual within a tennis venue to ensure the group is focused on matters relating to the running of a venue. Members will be asked for basic information – such as their role reason for joining the forum, and any areas of expertise, to enable Community Champions to welcome them to the group.

## Welcome

When volunteers land on the community group, they will be welcomed with the following message:

### Welcome to the Tennis Volunteer Community

This is a community group for anyone who volunteers within a tennis venue including tennis clubs, parks, universities and schools.

This is a friendly, safe and open platform to share ideas, knowledge and best practice and to ask and answer questions relating to the running of a tennis venue. The community is volunteer-led and self-regulated, supported by a team of volunteer Community Champions who will help generate discussion and offer peer to peer advice and signposting.

The community is to help volunteers connect with one another and seek mutual support. Please note that the group is administered by the LTA but it is not a forum to obtain LTA support or for general tennis discussion.

### Who to contact for support:

- For general queries, please refer to the LTA's [FAQs](#)
- For specific & technical queries relating to ClubSpark, please contact [support@clubspark.com](mailto:support@clubspark.com)
- There is also a [ClubSpark Community Facebook Group](#)

## Rules of Engagement

Members of the group will be asked to adhere the following:

1. **Be kind and courteous** - we're all in this together to create a welcoming environment. Please treat everyone with respect. Healthy debates are natural, but kindness is required.
2. **Respect everyone's privacy** - being part of this group requires mutual trust. Authentic, expressive discussions make groups great, but may also be sensitive and private.
3. **Stay on topic and keep it relevant** - this is a volunteer-led community group for tennis volunteers within venues. Please ensure posts relate directly to the running of a tennis venue.
4. **No hate speech or bullying** - abusive, dominating, or inappropriate behaviour will not be tolerated. Any behaviour of this nature will result in group members being removed. Please remember that Community Champions are volunteers themselves.
5. **No promotions or spam** – self-promotion, spam and irrelevant or commercial links are likely to be removed in order to keep the relevance of the group
6. **Learn and share** - please share your experiences of volunteering in a tennis venue. You'll quickly find that other people will have useful knowledge and tips to share. Where possible, aim to keep conversations social and online so others can benefit from your knowledge

## Community Champions

The community is supported by a team of Community Champions who themselves are volunteers in tennis venues across Great Britain. The Community Champions will help to generate and facilitate discussion within the group, supported by the LTA, to ensure the community is a vibrant and safe place to exchange knowledge.

Whilst Community Champions will not be expected to be experts, they will have a level of knowledge to benefit other tennis volunteers and their associated venues.

We have drafted a very simple role description to provide clarity on the role of the Community Champion – see Appendix 1. Community Champions will also have a digital badge on their profile so they are easily identifiable.

## Timelines

The community will be launched on **Tuesday 1<sup>st</sup> June 2021** to mark the start of **National Volunteers Week**, with the following lead in timetable;

- **w/c 3<sup>rd</sup> May** – communication update to Counties and Regions
- **w/c 10<sup>th</sup> May** – recruitment of Community Champions
- **w/c 17<sup>th</sup> May** – training of Community Champions
- **w/c 24<sup>th</sup> May** – set-up and testing
- **w/c 31<sup>st</sup> May** – launch, plus wider communication in newsletters, website and social media

# APPENDIX 1: COMMUNITY CHAMPION ROLE DESCRIPTION

## Overview of the Role

Community Champions support the running of the online tennis volunteer community on Facebook by ensuring a safe and vibrant environment, offering advice, and helping to connect volunteers.

## About the online tennis community

The online community group connects volunteers from tennis venues in order to share knowledge and experiences, and obtain advice from other volunteers. A tennis venue includes clubs, parks, schools and Universities. The group is volunteer-led, with administrative support from the LTA.

It is a friendly, safe and open platform to enable venue volunteers and other individuals to share ideas, knowledge and best practice, and to ask and answer questions relating to roles within a tennis venue. The community is to facilitate mutual advice and support, and is not a forum to obtain general LTA support or for general tennis matters.

## What the role involves

- Sparking discussion
- Helping people in the forum to find answers to their questions, either by providing direct information or signposting to sources of internal and external support
- Bringing the focus of discussions back on topic
- Encouraging members to share knowledge and practical tips
- Accepting and welcoming new members to the group
- Flagging any posts or members to the LTA that are in breach of the Rules of Engagement or any other matters of concern including bullying or safeguarding concerns

Community Champions will not be required to deal with complaints or disputes, to delete posts or enforce community rules. In such cases, they should refer as appropriate.

## Skills and experiences needed for the role

- An active volunteer in a tennis venue
- Knowledge relating to the running of a tennis venue (e.g. with facilities, membership, finance, venue management, maintenance)
- Computer literate with access to a Facebook account
- Approachable and friendly with a desire to help others
- Ability to remain impartial and put other group member's interests above their own
- Good written communication skills

## Training and support available

Before starting in this role, Community Champions will receive the following induction training:

- **Introductory briefing to the role** - a briefing of what the role entails (delivered by zoom)
- **LTA welcome** – an overview of the LTA and how the role fits in to the wider picture (delivered by e-learning)
- **Safeguarding training** (delivered by e-learning)
- **Equality and Diversity** (delivered by e-learning)

They will receive ongoing “day to day” support from the LTA Volunteering Manager, who will be the first point of contact. This will include a monthly group “check in” by zoom.

For specific enquiries, they will know the channels for further support such as the LTA Regional Teams (Participation Support Partners), County Associations and LTA teams. They will also receive details of where to signpost volunteers for further support externally.

## Commitments and DBS

As this is a new project, it's difficult to know exactly how much time the role will entail. It will depend on how busy the group is, the nature of the discussions, and the availability of the Community Champions themselves.

- There is therefore no prescribed time commitment – volunteers should give as much or little time as they can.
- It's envisaged Community Champions will be in the role for 1-2 years. However, the role will be reviewed regularly and after 6 months. There is no minimum commitment
- This role requires a DBS check – the LTA Volunteering Manager will arrange this with you