



Tunbridge Wells RFC

Officer of the Day Duties

Officer of the Day

- The club would like to thank their team of volunteers for their continued support of the OOD duties (in addition to the coaching duties)
- The club will continue to run a rota for Officer of the Day with all sections of Ladies, Youth, and Minis having their turn 2 to 3 times per season
- Expectation from the club is that the Officer of the Day will be present on a Sunday from 8am to 2pm (this can either be done as one representative from the age group, or shared responsibilities from the age group)
- The club have devised shift patterns based on when the OOD and their volunteers are required
- Number of volunteers required is listed in the following slides (by role)
- It is incumbent on the age group to ensure they have enough volunteers to fill the required roles
- The OOD's first point of contact for communication and any issues on the day will be the Commercial Manager - this is Simon Prince who is contactable on 07780676727 or simon.prince@twrffc.com

Car Parking

- The OOD will continue to open the club with gates opened by 8.15am on Sunday
- The volunteers required will be determined by whether the fields are open for parking or not
- The Commercial Manager / and the OOD will decide in the day whether the fields are open or closed pending weather
- The Commercial Manager will advise on recommended number of cars for the field. A “clicker counter” will be attached to the OOD Keys in order for the volunteer on the field gate to count the vehicles in as per capacity advised
- Volunteers will be stationed on the front gate and the back field gate
- The car park is a one-way system without exception
- Car parking area closest to the club reserved for solely for disability parking, coaches with (a lot of kit), and any additional “club dinner paid for spaces” - Please ensure this happens
- The role of car parking requires 2 shifts as per table

Time Required	Fields Open for Parking	Fields Closed for Parking
08.15hrs to 09.00hrs	2 volunteers	1 to 2 volunteers
10.15hrs to 10.45hrs	2 volunteers	1 to 2 volunteers

Kitchen

- The OOD will continue to provide support in the kitchen on a Sunday
- By Monday evening the Commercial Manager will advise on volunteer numbers required in the kitchen based on the number of paid staff present
- The expectation will be that one volunteer from OOD will always be present to help with cutting of buns (and cooking if required)
- The shifts expected to be covered are;

Time Required	Volunteers Required	Additional Comment
08.15hrs to 09.30hrs	1 to 2 volunteers	Commercial Manager to advise on additional support required
09.30hrs to 11.00hrs	Commercial Manager to advise by Monday	OOD has volunteer lined up for this if Commercial Manager requires
11.00hrs onwards	Commercial Manager to advise by Monday	Unlikely to be a requirement but pleased be prepared if CM advises otherwise

Cafe

- The OOD will continue to provide support in the café on a Sunday
- By Monday evening the Commercial Manager will advise on volunteer numbers required in the café based on the number of paid staff present
- Efficiency over number of people is seen as key to an effective running of the café, the Commercial Manager is currently assessing the processes used and will advise on any changes
- The shifts expected to be covered are;

Time Required	Volunteers Required	Additional Comment
09.00hrs to 10.00hrs	Commercial Manager to advise by Monday	Please have volunteer if CM requires
10.00hrs to 11.00hrs	Commercial Manager to advise by Monday	Please have volunteer if CM requires
11.00hrs to 12.00hrs	Commercial Manager to advise by Monday	Please have volunteer if CM requires
12.00hrs to 13.00hrs	Commercial Manager to advise by Monday	Please have volunteer if CM requires

- The café will look to close at 13.00hrs, if any age group thinks they will need this service they must arrange with Commercial Manager by the Monday before the session

Second Hand Shop

- The OOD will now be responsible for the running of the 2nd hand shop
- In the grey cupboard, in the corridor behind the Café there are 1 to 2 plastic crates of boots, and a few plastic boxes of kit
- Boots to be laid on the shelf under the pagoda on the decking with the rest of the kit on table (that is found next to the cupboard)
- Laminated sheets can be found in the café that display;
 - £5 per item
 - Pay cash or card in the café
 - All proceeds to the club
- The secondhand shop will be open from 09.00hrs to 10.00hrs, shift patterns for this is;

Time Required	Volunteers Required
09.00hrs to 10.00hrs	1 volunteer
10.00hrs to 11.00hrs	1 volunteer

Bar

- The OOD will continue to provide support in the bar on a Sunday
- The Commercial Manager will open up, and lock up the bar - if they are unable to do so they will advise the OOD in advance of this
- The bar cannot serve alcohol before 12.00hrs (due to alcohol licence hours)
- The bar will be operated by the OOD during the shift patterns listed below;

Time Required	Volunteers Required	Additional Comment
11.00hrs to 12.30hrs	1 volunteer	This is considered a slow shift with expectation being to help CM set up bar
12.30hrs to 13.30hrs	1 to 2 volunteers	If busy expectation for club representatives present to assist

- The OOD will be allowed to leave the bar duties by 13.30hrs (with the Commercial Manager closing)
- It is acknowledged that some age groups require the bar open longer than 13.30hrs such as the O18s Ladies, and occasionally the Vets
- If there is a requirement to have the bar open beyond 13.30hrs the team requiring this must inform the Commercial Manager by the Monday before, with the expectation they will assist managing the bar

Closing of Club Facilities

- The locking up of the club building (including alarm) will be done by the Commercial Manager unless they have otherwise notified the OOD in advance
- The Commercial Manager will also lock the front gate
- If the back fields have been opened for parking the OOD will be responsible for locking this before they go at 13.30hrs (as per time of bar closing)
- If the fields are still being used for parking by teams still training/matches then the OOD will hand the OOD keys over to a coach of a side still in use of the fields to take responsibility of closing this gate (if OOD keys are handed over the OOD must inform the Commercial Manager who they have given this to)
- The back (exit) gate will also be locked by the OOD by 13.30hrs by the OOD
- If in doubt of anything, or support required the OOD is to inform the Commercial Manager immediately