



# Chester Football Club Volunteer Handbook

**“Our City. Our Community. Our Club.”**

## **Welcome to the Chester FC - “Our City. Our Community. Our Club.”**

### **Contents**

1. Welcome to Chester FC
2. Our Mission and Values
3. Volunteer Roles & Responsibilities
4. Matchday Procedures
5. Health, Safety & Safeguarding
6. Training and Development
7. Volunteer Support & Communication
8. Code of Conduct
9. Emergency Procedures
10. Frequently Asked Questions (FAQs)
11. Contact Information

### **1. Welcome to Chester FC**

Thank you for choosing to volunteer at Chester Football Club. As a community-owned club, volunteers are at the heart of everything we do. Whether it's matchday stewarding, retail, ticketing, or community outreach, your contribution helps make Chester FC a special place for fans, players, and the wider community.

### **2. Our Mission and Values**

**Mission:** To create an inclusive, family-friendly football club that unites and inspires our community.  
**Values:**

- Inclusion — Everyone is welcome.
- Respect — For fans, players, staff, and volunteers.
- Pride — Represent the club with professionalism and passion.
- Community — Be part of something bigger.

### **3. Volunteer Roles & Responsibilities**

#### **Matchday Steward / Fan Liaison**

- Greet and assist fans
- Ensure safety and security
- Report incidents promptly

#### **Club Shop Volunteer**

- Customer service and sales
- Stock management
- Till operation

#### **Ticketing & Gate Volunteer**

- Ticket scanning and sales
- Crowd management
- Queue control

#### **Fan Zone Volunteer**

- Set up and manage activities
- Engage with families and children
- Ensure a fun, safe environment

#### **Media & Content Support Volunteer**

- Assist with social media and media content
- Capture photos/videos
- Support livestreams

#### **Community Event Volunteer**

- Support community outreach events
- Engage with diverse groups
- Represent the club professionally

#### **4. Matchday Procedures**

- Arrive 30 minutes before your shift for briefing
- Wear your volunteer ID or high-visibility vest
- Follow instructions from supervisors
- Know emergency exits and procedures
- Report any safety concerns immediately

#### **5. Health, Safety & Safeguarding**

- Always prioritize the safety of fans and yourself
- Familiarize yourself with evacuation routes
- Report any accidents or hazards to the safety officer
- Understand safeguarding policies, especially when working with children or vulnerable adults
- Report any concerns confidentially to the safeguarding lead

#### **6. Training and Development**

- All volunteers will receive induction training
- Role-specific training and shadowing will be provided
- Additional workshops (e.g., first aid, conflict resolution) may be available
- Regular feedback sessions to support your growth

#### **7. Volunteer Support & Communication**

- Volunteer Coordinator is your main point of contact
- Monthly check-ins and team meetings
- WhatsApp/email groups for updates
- Volunteer recognition events and awards

#### **8. Code of Conduct**

- Treat everyone with respect and courtesy
- Act professionally and responsibly
- Follow club policies and procedures
- Maintain confidentiality where required
- Raise concerns promptly and appropriately

#### **9. Emergency Procedures**

##### **In the Event of an Emergency:**

- Stay calm and listen for instructions from stewards or club officials.
- Follow the nearest evacuation route clearly marked around the stadium.
- Assist any fans in need, particularly children, elderly, or disabled persons.
- Do not use lifts or escalators during evacuation.
- Assemble at designated safe areas outside the stadium.
- Report any missing persons or injuries to the Safety Officer immediately.
- If you discover a fire or hazard, activate the nearest alarm and notify a supervisor.

##### **Medical Emergencies:**

- Contact the nearest first aid station or call for medical assistance immediately.
- Do not move anyone injured unless they are in immediate danger.
- Provide first aid only if you are trained and confident to do so.
- Report the incident promptly to the Safety Officer.

## 10. Frequently Asked Questions (FAQs)

**Q: What should I wear?**

A: Please wear your volunteer ID badge and any provided high-visibility clothing. Dress comfortably and wear suitable footwear.

**Q: What if I can't make my shift?**

A: Inform the Volunteer Coordinator as soon as possible via phone or email.

**Q: Can I bring a friend or family member?**

A: Volunteers must be registered and inducted. Bringing guests is generally not permitted unless pre-arranged.

**Q: Will I get free match tickets?**

A: Volunteers typically receive free entry for the match they work; details are communicated during induction.

**Q: What if I have an issue during my shift?**

A: Speak to your team leader or Volunteer Coordinator immediately.

**Q: Are there any age restrictions?**

A: Volunteers must be at least 16 years old. Some roles may require additional age limits or background checks.

**Q: How do I get feedback or training opportunities?**

A: We offer regular check-ins and training sessions; you can also request additional support anytime.

## 11. Contact Information

Role	Name	Email	Phone
Volunteer Coordinator	Stephen Jones	Steve.jones@chesterfc.com	07770 807867
Safeguarding Lead	Jane Phillipson	Jane.phillipson@chesterfc.com	01244 371376
Matchday Operations	Pete Jones		01244 371376
Community Engagement	Jim Green	Jim.green@chesterfc.com	01244 371376