

# THE GOOD CLUB GUIDE FOR A TEAM MANAGER

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### **WELCOME!**

You have either been appointed as, or are considering a role as a Team Manager. We wish you a fulfilling and enjoyable experience in your role, and appreciate the commitment and time you are giving in developing the sport.

### **HOW THIS RESOURCE WILL HELP YOU**

This resource is intended to assist you in your role by providing:

- A guide to the roles and responsibilities of this position
- Templates/resources to assist you and save you time
- Top tips and good practice from experienced volunteers
- Further information and learning/training opportunities

This resource complements other national volunteer publications, which are listed at the back of this resource. The ASA Good Club Guides **EXTRA** will be particularly helpful, providing practical tips, questions and answers that will equip you with further knowledge and information as a Team Manager.

### **LINKS TO SWIM21**

swim21 is the ASA's club development programme. The Good Club Guide is intended to complement swim21, by providing tools, templates and resources that will assist the running of a club, and ultimately assist in achieving or maintaining swim21 accreditation.

### **ROLE OF THE TEAM MANAGER**

The Team Manager is a vital team member in an aquatics team. The Team Manager is the person with responsibility for the logistics, administration and co-ordination of teams to/from and during a competition or training event. A Team Manager generally is a central point of information and communication, and the expectation by all team members (including athletes' and coaches) is that you will be the person with this knowledge..... so be prepared! A Team Manager should report to the Head coach or chairperson within the club.

### **DUTIES OF A TEAM MANAGER:**

- To provide a central point of contact/liaison point for communication on behalf of the team
- To attend pre-competition/camp briefings as required
- To arrange all team travel, travel itineraries and accommodation (where required)
- To provide information to athletes, coaches, parents/guardians as appropriate
- To undertake team selections (if appropriate and in consultation with others)

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- To ensure provision for athletes to arrive at appropriate time at venues
- To ensure athletes' are appropriately registered for their events in association with coaching staff
- To organise team kit (as appropriate)
- To prepare and submit results to press officer/media (as appropriate)
- To promote positive team spirit and behaviors
- To adopt the policies and principles of the ASA Child Protection policy
- To prepare post competition/event reports (as appropriate)

### **COMMITMENT / TIME FOR THE ROLE**

Will vary depending upon the nature of the competition/event, but would involve planning and preparation in advance and then attendance at competition/event as appropriate. Additional time commitment may be required in preparing reports/evaluations post event.

### **SKILLS AND QUALITIES REQUIRED**

- Well organised and efficient
- Knowledge of the club and athletes (as appropriate)
- Excellent communicator
- Understanding and impartial
- Ability to respect confidentiality
- Ability to make decisions based upon the best interests of individuals and teams
- Able to work on own initiative

### **TERM OF OFFICE**

This will vary according to if this is a club appointment or a County/Regional/National position. Some clubs have rules that stipulate a new person each year, or a limit to the number of times a person can be re-elected, to prevent one person remaining in post for too long a period of time. Please check upon appointment how long your term of office is for.

### **TOOLS FOR THE ROLE**

The following are deemed to be essential items for a Team Manager to have in order to do their role:

- Use of a computer and email address to produce letters, emails, reports, and to store and record information
- Filing system to record all letters and correspondence
- Notebooks for meetings and trips/events
- Annual diary
- Club headed stationery
- Telephone with access to an answer phone facility

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### PLANNING AND PREPARATION FOR A TEAM MANAGER

Without doubt, the key to being effective as a Team Manager is being prepared and having planned ahead for a competition or event. Areas that a Team Manager will need to have considered in advance of a competition / event are shown in the following checklist for Team Managers

#### A CHECKLIST FOR TEAM MANAGERS

Areas to check	Notes for Team Managers'	Tick when checked/ completed
<b>Purpose of trip</b>	Competition/ training/ social / combination	
<b>Planning</b>	When	
	Where	
	Who	
	Risk assessments	
<b>Communication with parents</b>	Pick up times	
	Destination and venue	
	Competition details	
	Kit and equipment list	
	Emergency procedures – home contacts	
	Remote supervision	
	Consent form	
	Code of conduct	
<b>Accommodation</b>	What type	
	Catering – special diets, allergies, water provision	
	Suitability for group – accessibility	
	Room lists	
<b>Hosting or being hosted</b>	Hosts vetted	
	Hosts aware of special requirements	
	Transport arrangements	
	Telephone contact	
<b>Transport</b>	Journey time and stopping points	
	Supervision	
	Suitability/ accessibility	
	Private cars: drivers checked, insurance, seatbelts	
<b>Supervision/ staffing</b>	Number of staff/ athletes	
	Who: male / female, specialists, carers	
	Responsibilities	
<b>Emergency Procedures</b>	First aid	
	Specific medical details/medications	
	Reporting procedures	
<b>Insurance</b>	Liability – accident	
<b>Costs</b>	For the trip	

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	Payment schedule – deposit, stages payments	
	Extra meals	
<b>Arrival</b>	Check – rooms, meal times, phones, valuables	
	Check venue	
	Collect in money – valuables – passports	
	Information on medications	
	Arrange group meeting(s)	
	Timetables for everyone	
	Confirm procedures with staff	
	Confirm athletes know how to contact Team Manager	
	Rules, codes of conduct, Safe sport away cards	
<b>Other</b>		

### FURTHER TRAINING AND DEVELOPMENT FOR TEAM MANAGERS

The ASA has produced comprehensive resources and workshops for Team Managers, covering both local competitions and travel abroad. After working through the ASA Good Club Guides, should you feel that you would benefit from further training about being a Team Manager please visit:

[www.britishswimming.org](http://www.britishswimming.org)

### TOP TIPS FOR BEING AN EFFECTIVE TEAM MANAGER

The skills required to be an effective Team Manager are mainly around the ability to be flexible, remain calm at all times, and most of all be people-friendly.

Here's what Craig Hunter, an experienced Swimming and GB Olympic Team Manager gave as his top tips for being an effective Team Manager:

1. **Welfare is the number one priority for a Team Manager.**  
As a Team Manager, you need to know where your athletes are, all of the time, and ensure you are familiar with the ASA policies on child protection.
2. **Keep a diary to record incidents.**  
No matter how small an issue arises, keep a personal diary of the occurrence, and keep this diary for a year after the event. From experience, it helps if anyone then questions something after the event, and you have a reference that you have written to refer to
3. **Integration of able-bodied and disability athletes.**  
This is a critical point to ensure throughout an event. Your role as team manager is to encourage integration wherever possible, from transportation, through to meal times and accommodation. Where possible, ensure teams travel together, sit together for meals, and are located within the same

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accommodation blocks/floors (where appropriate)

### **4. Know the doping procedures for the sport.**

Should an athlete be required for a doping test, it re-assures any athlete to know that you are familiar with the protocol and processes involved. Information is available on the British Swimming website to assist.

### **5. Establish protocols with the team.**

This is part of agreeing behaviors and standards. To ensure well-being and respect between athletes and the team, establish and agree protocols on codes of conduct, use of mobile phones, quiet time, lights out etc. Agreeing these with the team allows the athletes and team members to take ownership of these decisions, as they contributed to the decision too!

### **6. Try to speak to every athlete**

This will be easier with a small team, and more challenging with a larger team, but try and ensure you have a conversation with each athlete at least once a day. This may be as you are welcoming athletes arriving to the bus to travel to an event, or during meal times at a overnight competition. As a team manager with responsibility for the welfare of athletes, it helps in having an awareness of the athletes. Encourage a “buddy” system amongst the athletes, where athletes look out for, and support another athlete too.

### **7. Be prepared for anything**

Ensure you are aware of any athlete’s birthdays whilst you are away or at an event and plan accordingly with team birthday cards, cakes etc. Also be prepared for what you would do in the circumstance of news of deaths, illness of a family member back home, an athlete forgetting to bring medication, home sickness, exam results etc. The more you plan and pre-empt how you may deal with these situations, the better prepared you will be should an event happen

### **8. Know the technical laws of the sport.**

Similar to doping procedures, should an athlete or member of team staff wish to make a protest, or if an issue arises at an event, it provides re-assurance to the team, and confidence to the Team Manager in being familiar with the laws and processes to follow at an event.

### **9. Maintain a sense of humor!**

A Team Manager is called upon for a number of tasks, ranging from being a travel agent, administrator, medical advisor and disciplinarian. Athletes and team staff may make high demands on your time. Remember to always keep calm, level-headed, and see the funny side to things at all times!

### **10. Team management is like a jigsaw**

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Fitting all the above pieces together in a jigsaw is the key to successful team management. Learn from any mistakes, learn from others who have been a Team Manager and most importantly, enjoy the experience!

### **MOVING ON FROM YOUR ROLE.....**

Have you thought about how you will ensure all your knowledge and experience is passed onto a person taking over from you, when you decide its time to move on?

Here are some suggestions to ensure a smooth transition, and to ensure the person taking over from you has the information and resources they need:

- Try to give as much notice to the club that you are moving on, in order to allow the club to recruit / elect another volunteer
- Assist in developing an up to date role description and advert for the post based on your experience in the role, and think of any people that may be interested
- Think about the type of information you would like to receive if you were to volunteer for this position, and the format you would like to receive it in eg. one big file, a face to face hand over meeting, hand over in a 2 week period to not overload with information
- Prepare an information pack for the new volunteer to assist them in their role
- Prepare a list of any outstanding work/issues
- Prepare a top tips or similar list to help a new volunteer
- Provide a list of key contacts or people who can assist a new volunteer
- Hand over hard copies of any files or important correspondence. Put electronic information onto a USB stick or disk
- Offer to mentor the new volunteer in this role for an agreed period of time
- Think about current athletes / ex-athletes who may have experience in attending competitions and training events, and have the potential to be recruited/supported into a Team Manager role

### **SUMMARY**

We hope you have found this guide informative in supporting you in your role, and providing you with information and helpful tips. We wish you a great experience in your role and thank you once again for all your time and commitment you are giving to the sport.

### **FURTHER INFORMATION**

The ASA accepts no liability for any errors or omissions in this resource. Further, whilst it is hoped that volunteers will find this resource useful, no liability arising out of it's use can be accepted by the ASA or the club.

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This resource is not a contract of employment and the role you undertake as a volunteer will not create an employment relationship between you and the club or the ASA.

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### **Amateur Swimming Association**

Harold Fern House  
Derby Square  
Loughborough  
Leics LE11 5AL  
Tel: 01509 618700  
Email: [info@swimming.org](mailto:info@swimming.org)  
Web: [www.britishswimming.org](http://www.britishswimming.org)

**runningsports**  
3<sup>rd</sup> Floor, Victoria House  
Bloomsbury Square,  
London WC1B 4SE  
Tel: 0800 363373  
Email:  
[info@runningsports.org](mailto:info@runningsports.org)  
Web:  
[www.runningsports.org](http://www.runningsports.org)

**Sport England**  
3<sup>rd</sup> Floor, Victoria House  
Bloomsbury Square,  
London WC1B 4SE  
Tel: 0845 850 8508  
Email: [info@sportengland.org](mailto:info@sportengland.org)  
Web: [www.sportengland.org](http://www.sportengland.org)

### **CCPR – One voice for sport and recreation**

Fourth Floor  
Burwood House  
14-16 Caxton Street  
London  
SW1H 0QT  
Tel: 020 7976 3900  
Email: [info@ccpr.org.uk](mailto:info@ccpr.org.uk)  
Web: [www.ccpr.org.uk](http://www.ccpr.org.uk)

### **Child Protection in Sport Unit**

NSPCC National Training Centre  
3 Gilmour Close  
Beaumont Leys  
Leicester LE4 1EZ  
Tel: 0116 234 7278  
Email: [cpsu@nspcc.org.uk](mailto:cpsu@nspcc.org.uk)  
Web: [www.thecpsu.org.uk](http://www.thecpsu.org.uk)

### **SkillsActive**

Castlewood House  
77-91 New Oxford Street  
London WC1A 1PX  
Tel: 0207 632 2000  
Email: [skills@skillsactive.com](mailto:skills@skillsactive.com)  
Web: [www.skillsactive.com](http://www.skillsactive.com)

### **National Association of Councils for Voluntary Service (NACVS)**

177 Arundel St  
Sheffield S1 2NU  
Tel: 0114 278 6636  
Email: [nacvs@nacvs.org.uk](mailto:nacvs@nacvs.org.uk)  
Web: [www.nacvs.org.uk](http://www.nacvs.org.uk)

### **Sportscoach UK**

114 Cardigan Road  
Headingley  
Leeds  
LS6 3BJ  
Tel: 0113 274 4802  
Email:  
[coaching@sportscoach.org](mailto:coaching@sportscoach.org)  
Web:  
[www.sportscoachuk.org](http://www.sportscoachuk.org)

### **Volunteering England**

Regents Wharf  
8 All Saints st  
London N1 9RL  
Tel: 0845 305 6979  
Email:  
[information@volunteeringengland.org](mailto:information@volunteeringengland.org)  
Web: [www.volunteering.org.uk](http://www.volunteering.org.uk)

### **Youth Sport Trust**

Sir John Beckwith Centre for sport  
Loughborough University  
Loughborough  
Leics LE11 3TU  
Tel: 01509 226600  
Email: [info@youthsporttrust.org](mailto:info@youthsporttrust.org)  
Web: [www.youthsporttrust.org](http://www.youthsporttrust.org)

### **Safe Sport Away: A guide to good planning**

Available from  
[www.thecpsu.org.uk](http://www.thecpsu.org.uk)

### **County sports Partnerships**

(located all across England. Contact details available via ASA Regional Offices.

**In addition:**

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runningsports has a series of top tips that can be downloaded for free. These include tips on health and safety of volunteers, recruiting young volunteers and older volunteers. Available at [www.runningsports.org](http://www.runningsports.org)

### **ASA website pages dedicated to volunteers.....**

Did you know the ASA website has a dedicated section for volunteers? To find this section, go to [www.britishswimming.org](http://www.britishswimming.org), and click on the “club” tab at the top of the home page. When you are through to the “club” page, click on the “volunteers” link on the left hand side of the page.

Your **ASA County volunteer co-ordinator** may be able to provide guidance and assistance to you in your role. Further details are available on the British Swimming website.

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