

Creating a positive volunteer experience

Volunteers are integral for the running of any motorsport club. As a club it is important to value them by offering help and advice when required and by offering a positive experience for them. There are many important considerations which will help increase the chances of them agreeing to give their time.

Why create a positive experience?

If your volunteers are enjoying themselves, there's a good chance they'll tell their friends and family. This can be a great way to help with recruiting volunteers in the future. A welcoming environment a positive culture within your club will enhance the club experience. Volunteers will feel supported and have the confidence and knowledge to undertake their roles to the best of their ability. This can be infectious as Volunteers who enjoy their role will ultimately impact the experience of the competitors.

How to create a positive Experience?

Create a List - List the positive and negative aspects of your club volunteering culture. It is shaped by club members and the volunteers themselves and includes the values, behaviours, beliefs and ways of working at a club.

Agenda Item - Add volunteer experience to your agenda at your committee meetings.

Point of Contact - Appoint a volunteer coordinator. if they have any questions, in the lead up to their volunteering, during and after, they know who to contact.

Say Thank You - Make sure all volunteers are valued. Thank you goes a long way. Club members have a big impact on a volunteer's experience. Encourage club members who benefit from a volunteer to thank them.

Reply quickly - slow or no responses will not create a good first impression of your club, so either make the time to recruit well or don't do it until you can!

Celebrate - Social events are key to give volunteers the time to share stories and socialise with each other. It helps to show the value of volunteers.

Volunteer Communication

Buddy Up - Give new volunteers buddies that know the club and they can support the volunteer in their new roles.



Supply Information - Give them all the support and training they need to carry out this role, for example whether any DBS checks or safeguarding training are needed. Be clear on what you are asking them what you want them to do so there are no surprises along the way.

Be open to offers - You may be surprised what talents and experience people may bring and would be useful for your club- don't be confined by preconceptions of what a volunteer in sport does.

Provide a wide range of ways to volunteer - A choice of tasks can increase your chances of attracting a wide range of volunteers. Be creative about how people can give their time to support your club.

Promote flexibility- Try and be as flexible as possible about how, where and when the task or role is fulfilled. If it can be done remotely, or at a time of day that suits the volunteer, you are more likely to find someone who is willing and able to help

Get Updates - Keep checking in on volunteers to ask how they're getting on in their role. Checking in and making sure your volunteers are happy, can help you improve the club's culture.