



# CITY OF CARDIFF SWIMMING CLUB

## Clwb Nofio Dinas Caerdydd

(Affiliated to Swim Wales)

[www.cardiffswimming.co.uk](http://www.cardiffswimming.co.uk)

Chair | Keri Hutchinson

Head Coach | Graham Wardell

Secretary | Penny McCarthy

### City of Cardiff Swimming Club GUIDE FOR CLASS MANAGERS

Thank you for volunteering to take on the role of class manager. This is a vital role which, hopefully, you will find enjoyable and fulfilling and a good way of becoming more involved with the club.

Set out below are a few guidelines to help you on your way. If you have any questions, please do not hesitate to contact the Secretary or Parent Representative.

#### **Getting Started**

When you take over as class manager you will receive a handover from the previous class manager, who will give you the squad list and important instructions regarding maintaining the confidentiality of your swimmers and their details. You will need to set up a squad email list. There are various ways in which this can be done. Apps like 'MailShot Pro' allow you to keep swimmers' contact details securely in the contacts list of your smart device such as your phone or tablet, which should be password protected. These details should be stored under the swimmers' names, so that both parents' email addresses and phone numbers can be stored.

When you store the contact it is also helpful to add the squad name and CCSC under the company section...so that you can pull up the entire squad list quickly, when required. You can then set up and edit squad email lists very simply. This is a particularly helpful system during squad moves, as it is easy and quick to share contacts with your fellow class managers, which prevents errors in email addresses, if you write them out independently.

It is a good idea to speak to your fellow class managers to ask which methods or apps they use in order for you to make a decision. GDPR means that, whichever method you choose, it is vital that your swimmers' details are kept securely and password protected.

**If the electronic device this information is kept on is lost, stolen or illegally accessed you will need to report it to the Membership Secretary Immediately.**

Shortly afterwards, you will also receive an updated squad list from the Membership Secretary. This will also contain the details of the names, email addresses and telephone numbers of all the swimmers in your squad. You will need to check this against the list that you received from the previous class manager and notify the Membership Secretary of any discrepancies, once you have checked which details are correct with the swimmer's parent/guardian.

Once you have set up a squad email list your first task is to send a 'TEST' email, which should request a response to ensure it has been received. You should coordinate this with the class manager that you are taking over from, who will send an email out to the same list, asking for a response from those members who have not received your 'TEST' email. It is always worth reminding parents to check their spam/junk folders as many failed emails will be there.

## **Roles and Responsibilities**

**Forwarding emails:** Your main function will be to forward emails to the squad from the committee members and coaches. It is VITAL to **send squad emails out via BCC** in order to comply with GDPR and protect the members' information. It is equally important to **delete the coaches' email addresses** from the forwarded emails to maintain their privacy, as a class manager your role is to act as an intermediary between the squad and the coach. Please also delete the generic class manager email addresses to make the forwarded emails easier for members to read.

Emails are diverse in nature. Commonly they are about galas but they can also be about timetable changes, which may require urgent attention. Please screen these emails as some may not be appropriate for your squad.

**Confidentiality:** Sometimes you will need to forward emails from parents/guardians of your swimmers, commonly to the squad coach or to a committee member. It is vital that you **maintain complete confidentiality** at all times, particularly when an email contains sensitive information. Under these circumstances, please take particular care to forward onto only the appropriate person, and not accidentally hit 'reply all' to the whole squad!

**Queries:** Parents will often ask you questions, which are often related to galas. Most of the answers will be found on the Club website or Team App. It is worthwhile becoming familiar with these resources as new parents will need help. Being supportive, signposting and educating them as to where to find information on the website, such as in Meet Packs, will make your role much easier and it is also the most rewarding. If you are unsure our Meet Processing Coordinator will be able to direct you to the person who is processing a specific meet, if you require more help with a swimmer's enquiry.

**Complaints:** Our Parent Representative deals with the more difficult situations that may arise such as complaints. Please copy them into any complaint email when it arises so that they can support and assist both the coaches and the members in resolving these situations at the outset. Please note that it is mandatory to forward all complaints to the coach and Parent Representative.

**Welfare:** Welfare Officers should be contacted with any welfare issues, such as bullying or incidences that may arise in changing rooms.

**Absences:** Please encourage your squad parents/guardians to contact you if they know that they will be missing a training session/s with the reason why, so that you can inform the squad coach.

**Appointments:** All coaches are available for brief conversations after training session. If they require a longer discussion Parents/guardians should also be encouraged to make appointments, through their class manager. If required parents/guardians should be reminded not to interrupt coaches during training sessions, as this interferes with coaching.

**Move Ups:** Please liaise with your squad's coach and the class managers either side of your squad, when squad moves are announced, to ensure that the **members are informed only once the coach has told the squad**. You will also need to exchange the swimmer's details who are moving into and out of your squad to enable you to update your squad list. Once your coach has confirmed to you who is moving, you should send an email to those swimmers moving to confirm that you will be forwarding their details on to their new squad's class manager. Please ask them to contact you once they have received an email from their new class manager. You can then remove them from your class list. You will then send a welcome email to the new swimmers in your squad.

**Leaving the Club:** Please forward emails from swimmers who wish to leave onto the Membership Secretary, Treasurer and Squad Coach. You should be aware that the Treasurer will remind those swimmers that a full month's notice is required in writing from the date an email is received.

Finally, if you are unsure how to manage something, please ask the Parent Representative who will endeavour to help you.

Penny McCarthy (Secretary) November 2018