



**British Mountaineering Council**

# **Volunteering Handbook**

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## **Welcome**

The work of the BMC is carried out and co-ordinated by over 30 members of staff supported by hundreds of volunteers. This vital partnership between staff and volunteers enables the BMC to work on behalf of its members for the benefit of the entire mountaineering community.

We are always looking for new and better ways to communicate with our volunteers and hope to make volunteering with us simple, enjoyable and fulfilling. We have created this handbook as a go-to resource for volunteers with all the information needed to find your way into volunteering with us and to access any support and information you need throughout your volunteering journey.

## **The BMC's Vision**

To be the organisation that every climber and hill walker wants to join.

## **The BMC's Mission**

To be the natural champion and community hub for all those who climb hills, mountains, rocks, ice and indoor walls; to promote the interests and protect the freedoms of climbers, hill walkers, mountaineers and ski mountaineers.

## **Working together: volunteers and the BMC**

As an organisation we have numerous work areas which span from running competitions, campaigning for the protection of our environment, protecting and maintaining access to crags, hills and mountains and working with our partners to ensure climbing, hill walking and mountaineering is safe and accessible for all. The work that we do would not be possible without our amazing community of several hundred volunteers who not only support us in all work areas but also provide vital communication between the organisation and its wider membership.

## How to volunteer with the BMC

It's great that you are interested in volunteering with the BMC. We are currently working on a new Get Volunteering form to register your interest with us. In the meantime, please look out for opportunities on our social media channels and on the [vacancies page](#) of the BMC website.

## Volunteer roles at the BMC

The BMC has hundreds of opportunities for volunteers. We are currently working on putting together a comprehensive list of roles across the organisation. You can see a summary of the roles available on our [website](#).

In addition to permanent volunteer positions, new roles often come up on an ad-hoc basis, such roles will be advertised through [BMC social media pages](#) and at [local area meetings](#).

## What we expect from you

- We want to create a community that is fun, friendly and **welcoming to all**.
- We ask all our volunteers to treat both the public, staff and one another with **respect, dignity and appreciation**.
- We hope that you will feel proud to be part of the BMC community and ask that you act considerately of all those you come in to contact with and accordingly as **a representative of the BMC**.
- **Look out for one another** and don't be afraid to ask other volunteers or contact BMC staff if you need support.
- Keep the organisation and one another's reputations protected by ensuring that you follow health and safety, legal and data protection policies.
- **Keep us in the loop**, let us know of any feedback or support you get so we can continue to improve!
- Respect and be considerate of **the environment**. Much of what we do is working hard to protect the beauty and health of our natural environment. We ask that you look out for it too!
- If necessary, refer any issues outlined in the sections below to **volunteering@thebmc.co.uk**

## Conduct and behaviour

As a representative body for climbers, hill walkers and mountaineers, the BMC relies upon a large number of volunteers and individuals who will, at times, be working in relative isolation, and hence may not have easy access to all the details connected with particular work programmes. BMC Management Regulations are intended to help clarify where duties, authority and responsibilities exist. When questions or uncertainties arise volunteers and staff are encouraged to raise them as soon as possible for clarification. The following is intended to help BMC volunteers and staff have a common understanding of the standards and responsibilities involved in undertaking work on behalf of the BMC.

The full BMC Code of Conduct can be downloaded [here](#).

## **Clarification of volunteer responsibilities and delegated authority after the ODG**

Following the adoption of updated Articles of Association at the 2018 AGM, the BMC has updated its guidance on responsibilities delegated to volunteers and the circumstances under which matters should be referred to the Board of Directors for consideration or approval.

Volunteers are highly valued within the BMC, and the importance of improving support for the BMC's volunteer network is readily acknowledged and forms part of the work of the [Organisational Development Group](#), with the BMC President playing a key role in this aspect of work.

[Download guidance on volunteer responsibilities](#)

## **What you can expect from us**

In return for the incredible work that volunteers put in to keep the BMC up and running, to keep it a friendly, opening and welcoming community and part of a bigger project to fulfil the mission of the organisation, the BMC hope to offer as much support as necessary through training and support. In addition, we have various ways of thanking our volunteers including tokens of appreciation, awards and recognition during our annual volunteers' week.

## **Training and support for our volunteers**

The BMC is currently undergoing a review of volunteer training needs. If you are interested in contributing to our review, please fill in our online survey and let us know how we can improve our support. You can access the survey [here](#).

## **Safeguarding training and advice**

### ***Training***

The BMC provides Child Safeguarding training for volunteers and staff who work with under 18s during BMC events or activities. To find out more please click [here](#).

### ***Clubs***

The BMC's Child Safeguarding advice and guidance for affiliated clubs can be downloaded by clicking [here](#).

### ***Guidance for Young People***

Advice and guidance for young people can be found by clicking [here](#).

### ***Who to contact***

Nick Colton is the BMC's Lead Safeguarding Officer. If you need any advice, guidance or support email [nick@thebmc.co.uk](mailto:nick@thebmc.co.uk) or call 0161 438 3305.

If you wish to report something that concerns you please contact [safeguarding@thebmc.co.uk](mailto:safeguarding@thebmc.co.uk)

## **Volunteer support**

The BMC encourages all volunteers to look out for each other and offer one another support. Never be afraid to ask for support or advice and take care of your peers. Lead officers are available to discuss your volunteering role and additional support from staff is available when needed. A list of staff contacts is available both within this document and on the BMC [website](#).

## **Problems and complaints**

We hope that things run smoothly, and each member of our community is always treated with dignity and respect. However, if you ever need to raise a complaint or report a problem, we are here for you.

The following complaints procedure will guide you through making an official complaint. These procedures apply to all major 'external' complaints received by the BMC office from BMC members and third parties concerning the operation, management and policies of the organisation.

You can download the BMC complaints procedure [here](#).

## **Thanking our volunteers**

We wish to thank each and every person for their contributions as volunteers.

Each year the BMC takes part in National [Volunteers Week](#), a time of year when we thank our volunteers and communicate new initiatives, support and resources to the community.

For those who have committed exceptional time and effort to the mission of the BMC we have additional ways of thanking them for their hard work and dedication. At our AGM we announce each year's volunteer award winners and present them with their awards during the President's Dinner. You can read all about past winners and how to nominate volunteers for the award on our website [here](#).

## Volunteer feedback

We really value our incredible volunteers and are always looking for ways to improve our communication, support and processes to make volunteering with the BMC stress free, enjoyable, fulfilling and easier than ever. We regularly review volunteer involvement and would love to get feedback on your volunteer experience, if you are interested in sharing this with us please hit the link and head to our [online survey](#).

## Important information

### **DBS Checks**

DBS checks are required of BMC volunteers who work with children and vulnerable adults. This service is free to all volunteers. To apply for a DBS check please get in touch with Suzanne Jones, [suzanne@thebmc.co.uk](mailto:suzanne@thebmc.co.uk), with a short description of the work you will be carrying out with us. DBS checks require ID and proof-of-address documentation to be provided, as well as character references from individuals who have known you for a minimum of three years. Please allow up to 2 months for DBS checks to be carried out.

### **Equality and Diversity**

The BMC is committed to equality and diversity, equal opportunity and fair treatment to all involved and employed in climbing, hill walking and mountaineering. This commitment is reflected in the following Equity Statement:

*'The BMC recognises the importance of, and is committed to equality and diversity, equal opportunity and fair treatment to all involved & employed in climbing, hill walking and mountaineering.*

*The BMC aims to ensure that all people irrespective of their age, disability, gender reassignment, marriage and civil partnership, pregnancy, and maternity, race, religion or belief, sex and sexual orientation have a genuine and equal opportunity to participate in climbing, hill walking and mountaineering at all levels and in all roles. That is, as a beginner, participant or performer, as a coach, official, referee, manager, administrator, spectator or as a volunteer.*

*It is the aim of the BMC in its relationships with its members, associates, employees, job applicants and in the provision of its services, not to disadvantage any individual by imposing any conditions or requirements which cannot be justified. Failure to comply may result in disciplinary action being taken.*

*We will take positive action to support participation of underrepresented groups in climbing, hill walking and mountaineering.'*

## Volunteer-led events

Many BMC area festivals, Youth Meets, climbing competitions and GB Climbing Team events are organised by BMC volunteers. Volunteers also organise events such as crag clean ups and led-walks.

If you are planning or interested in planning a BMC event you should read the guidance on the website and submit an Event Approval form and Risk Assessment where appropriate.

[Read guidance on organising a BMC event](#)

[Download guidance for the organisers of BMC area festivals](#)

## Volunteer insurance

The BMC is committed to support volunteers, and so for those volunteers who organise and are integral in the delivery of the many BMC events that are offered throughout the year we provide combined liability cover for their volunteering. This is provided whether or not the volunteer is a member of the BMC. In order for an event to be a BMC Event the event organiser must ensure that it is approved via the BMC Event Approval process.

The BMC Combined Liability policy provides protection to the volunteer from the consequences of claims against them for injury, financial loss or damage to property, where negligence occurs under the terms of the policy.

More information can be found in this guidance note (due soon)

## Policies

### ***Child Safeguarding Policy***

The BMC has a Child Safeguarding Policy that is reviewed and updated on a regular basis. Please click [here](#) to download a copy of the policy.

The BMC also provides Child Safeguarding training for volunteers and staff who work with under 18s during BMC events or activities. To find out more please click [here](#).

### ***Adult Safeguarding Policy***

The BMC has an Adult Safeguarding Policy that is reviewed and updated on a regular basis. Please click [here](#) to download a copy of the policy.

### ***Whistleblowing Policy***

The BMC has a Whistleblowing Policy that can be downloaded by clicking [here](#).

### ***GDPR***

All volunteers supporting the BMC at BMC events or who sit on BMC committees need to ensure that any personal data that they have access to is dealt with according to GDPR (General Data Protection Act) rules.

[Read guidance on what volunteers should do with personal data](#)

### ***BMC Privacy Policy***

The BMC privacy policy is available on our [website](#).



### ***Volunteer Expenses Policy***

Download a copy of the BMC Volunteer Expenses Policy [here](#).

## **BMC staff, directors and chairs**

**The Board of Directors** is the ultimate decision-making body of the BMC, and is responsible for overall operation of the organisation, as well as setting and implementing organisational strategy in consultation with National Council.

The Board maintains an overview of the work and functions of the BMC to ensure that agreed procedures, regulations and policies are followed, and that the BMC is run in accordance with its Articles of Association.

It also works with the Finance & Audit Committee to assess and review the BMC's financial commitments to ensure that it can meet its financial obligations and ensure the preparation of the Annual Accounts and the Annual Report for submission to National Council and the AGM.

Andy Syme	President and Director
Paul Drew	Independent Director
Flavia Alzetta	Independent Director
Diane Hopper	Independent Director
Caroline Worboys	Senior Independent Director
Fiona Sanders	Council Nominated Director
Carl Spencer	Council Nominated Director
Peter Salenieks	Council Nominated Director
Jonathan White	Nominated Director
Jonny Dry	Nominated Director
Martyn Hurn	Nominated Director
Paul Davies	Chief Executive

You can read more about our directors [here](#).

## **Responsibility Matrix**

The matrix shows which BMC Director has primary responsibility across a range of key organisational activities. You can access it [here](#).

## BMC staff

Chief Executive	Paul Davies	<a href="mailto:p.davies@thebmc.co.uk">p.davies@thebmc.co.uk</a>
Deputy CEO & GB Climbing Lead Officer	Nick Colton	<a href="mailto:nick@thebmc.co.uk">nick@thebmc.co.uk</a>
Chief Financial Officer	Paul Mckoen	<a href="mailto:paul.mckoen@thebmc.co.uk">paul.mckoen@thebmc.co.uk</a>
Head of Access, Conservation and Environmental Sustainability	Dave Turnbull	<a href="mailto:dave@thebmc.co.uk">dave@thebmc.co.uk</a>
Access & Conservation Officer (England)	Rob Dyer	<a href="mailto:robd@thebmc.co.uk">robd@thebmc.co.uk</a>
Access & Conservation Officer (Policy)	Dr Catherine Flitcroft	<a href="mailto:cath@thebmc.co.uk">cath@thebmc.co.uk</a>
Access & Conservation Officer (Wales)	Elfyn Jones	<a href="mailto:elfyn@thebmc.co.uk">elfyn@thebmc.co.uk</a>
Policy & Campaigns Officer (Wales)	Eben Muse	<a href="mailto:eben.muse@thebmc.co.uk">eben.muse@thebmc.co.uk</a>
Head of Performance	Lorraine Brown	<a href="mailto:lorraine.brown@thebmc.co.uk">lorraine.brown@thebmc.co.uk</a>
Competitions Programme Manager	Zoe Spriggins	<a href="mailto:zoe@thebmc.co.uk">zoe@thebmc.co.uk</a>
Pathway Manager (Talent & Performance)	Lucinda Whittaker	<a href="mailto:lucinda@thebmc.co.uk">lucinda@thebmc.co.uk</a>
Coach Development Manager	Tim Cunnington	<a href="mailto:timc@thebmc.co.uk">timc@thebmc.co.uk</a>
BMC/MTE Training Officer	Jon Garside	<a href="mailto:jon@thebmc.co.uk">jon@thebmc.co.uk</a>
Partnerships Manager	Rob Bishop	<a href="mailto:robb@thebmc.co.uk">robb@thebmc.co.uk</a>
Events and Partnerships Co-ordinator	Mariella Sullivan	<a href="mailto:mariella@thebmc.co.uk">mariella@thebmc.co.uk</a>
Guidebook Officer	Niall Grimes	<a href="mailto:niall@thebmc.co.uk">niall@thebmc.co.uk</a>
Events Co-ordinator	Becky McGovern	<a href="mailto:becky@thebmc.co.uk">becky@thebmc.co.uk</a>
Technical Officer (+climbing walls)	Dan Middleton	<a href="mailto:dan@thebmc.co.uk">dan@thebmc.co.uk</a>
Clubs, Huts & Volunteers Development Officer	Jane Thompson	<a href="mailto:jane@thebmc.co.uk">jane@thebmc.co.uk</a>
Youth & Equity Officer	James McHaffie	<a href="mailto:james@thebmc.co.uk">james@thebmc.co.uk</a>
Project Co-ordinator	Amii Wilkes	<a href="mailto:amii@thebmc.co.uk">amii@thebmc.co.uk</a>
Financial Controller	Alan Brown	<a href="mailto:alanb@thebmc.co.uk">alanb@thebmc.co.uk</a>
Finance Assistant	Yas Prabakaran	<a href="mailto:yas@thebmc.co.uk">yas@thebmc.co.uk</a>
Online Shop Co-ordinator	Hannah Skeldon	<a href="mailto:hannah@thebmc.co.uk">hannah@thebmc.co.uk</a>

HR & Office Manager	Kate Anwyl	<a href="mailto:kate@thebmc.co.uk">kate@thebmc.co.uk</a>
Publications and Local Areas Co-ordinator	Tony Ryan	<a href="mailto:tony@thebmc.co.uk">tony@thebmc.co.uk</a>
Project Co-ordinator	Suzanne Jones	<a href="mailto:suzanne@thebmc.co.uk">suzanne@thebmc.co.uk</a>
Governance & Compliance Officer	Lucy Valerio	<a href="mailto:lucy@thebmc.co.uk">lucy@thebmc.co.uk</a>
Head of Marketing and Communications	Alex Messenger	<a href="mailto:alex@thebmc.co.uk">alex@thebmc.co.uk</a>
Summit Editor and Online Communications Coordinator	Pete Burnside	<a href="mailto:pete@thebmc.co.uk">pete@thebmc.co.uk</a>
IT & Database Coordinator	Alvin Foy	<a href="mailto:alvin@thebmc.co.uk">alvin@thebmc.co.uk</a>
Creative Content Coordinator	Niall Grimes	<a href="mailto:niall@thebmc.co.uk">niall@thebmc.co.uk</a>
Marketing & Events Coordinator	Emma Travers	<a href="mailto:emma@thebmc.co.uk">emma@thebmc.co.uk</a>
IT & Web Support Assistant	Tim Waterhouse	<a href="mailto:tim@thebmc.co.uk">tim@thebmc.co.uk</a>
Membership Coordinator	Arun Patel	<a href="mailto:arun@thebmc.co.uk">arun@thebmc.co.uk</a>
Membership Administrator	Clonagh Delderfield	<a href="mailto:clonagh@thebmc.co.uk">clonagh@thebmc.co.uk</a>
Membership Administrator	Josh Harris	<a href="mailto:josh@thebmc.co.uk">josh@thebmc.co.uk</a>
Insurance Administrator	Jim Krawiecki	<a href="mailto:jim@thebmc.co.uk">jim@thebmc.co.uk</a>

## BMC local areas

For the purpose of improved member engagement, the BMC comprises ten geographical areas, eight in England and two in Wales.

The areas are: Lakes; London & South East; Midlands; North East; North West; Peak; South West; Yorkshire; Cymru North Wales; and Cymru South Wales; there is also a Cymru Mid Wales outreach group.

BMC Areas provide a focus for local activities and enable members to participate in the decision-making processes of the organisation.

Each BMC Area holds four to five meetings a year and these meetings act as the prime forum in which members can make their views known and have them communicated to [National Council](#), which acts as the members' representative body, consulting with and constructively challenging the BMC's [Board of Directors](#) and holding the Board to account on behalf of members.

Each Area has a dedicated section on the BMC Local Areas site, where you can find information about area meetings and other BMC events, as well as other events likely to be of interest to BMC members:

[Lakes](#)  
[London & SE](#)  
[Midlands](#)  
[North East](#)  
[North West](#)  
[Peak](#)  
[South West](#)  
[Yorkshire](#)  
[Cymru Wales](#)

## **Further information about BMC Areas and Area Meetings**

[What happens at BMC area meetings?](#)

[When is the next BMC area meeting in my area?](#)

[How can I interact with my local BMC area?](#)

[Who is my local area chair and secretary?](#)