



Say “thanks”

It sounds simple (and it is) but so many organisations forget to acknowledge the hard work of their paid staff and volunteers. A simple thank you works well, but if you want to develop that further, why not try one of the following approaches:

- Send all your volunteers and paid staff a festive card (e.g. Christmas, Passover, Eid)
- Present volunteers and paid staff with awards as a part of events
- Make sure you reference the volunteers and paid staff in press articles alongside the participants
- Include their story and efforts on social media, in organisational newsletters and in website articles.
- Acknowledge your volunteers contribution during Volunteers' Week (1-7 June every year) and at other times during the year.
- Hand out a small-valued gift at the Annual General Meeting



Keep things clear and simple

Prioritise clarity and simplicity when it comes to the roles of volunteers and paid staff. You can use task/job/role descriptions to avoid confusion or crossover in roles. It also makes it easier for each person to understand how each person is contributing to the overall aim of the organisation.



Manage the organisation in a professional way

Regardless of whether your staff member is paid or not, they should feel that they are being looked after with the same level of professional care. For example, when a difficult situation arises with a volunteer, it is important to document and address it as promptly as you would with a paid staff member. This ensures that your entire team feel respected and that any conflicts are kept at manageable levels.



Make them feel part of something

Volunteers and paid staff want to feel proud of their association with the organisation. Simple things like an organisation polo shirt or jacket are low-cost ways to make them feel like they are a part of something bigger. For volunteers in particular, your organisation can become a major part of their social life so it's important to put effort into making it fun. Encourage them to be part of social events and activities that participants are typically invited to.



Support them in their roles

Linked to recognition, volunteers and paid staff want to develop their skills and experience. For many young volunteers in particular, experience learnt in a volunteer role contributes to them getting full time employment. Given this, work with your volunteers and paid staff to identify training and development opportunities that can help them learn new skills. This is a great investment as it not only helps the individual, but allows your group to evolve and improve itself.



Listen to what they have to say

Make sure your organisation provides a mechanism for volunteers and paid staff to explain how they might improve things and how they could give a better service to your members. Seeing and understanding the impact of their role is a big part of retaining their time.



Need more guidance?

If you have any questions about this guide or would like to find out more ways to support your team with a volunteer who specialises in staff/volunteer management, [request volunteer support from the Sported Hub](https://www.sported.org.uk/request-volunteer-support-from-the-sported-hub).