



Longridge on The Thames is a charity created to provide all young people with activities at an affordable price.

In addition we aim is to be a top class Activity Centre recognised for high quality training, with the following characteristics:

- High levels of customer satisfaction
- Loyal, highly skilled, professional team, supported by a skilled, enthusiastic group of volunteers
- Busy site with a high level of utilisation
- First class safety record
- Efficient and effective processes
- Profitable business that generates £50,000 free cashflows for re-investment
- Place of inspiration for young people

We will:

- Maintain our emphasis on Children and Young People
- Upgrade our facilities to provide an inspiring and empowering centre
- Develop the level of business from schools, particularly local schools
- Add commercial activities to provide the income stream to fund the debt and repay the capital. The commercial activities will fit in with the core business.
- Work with partners in the Community to promote and develop Longridge.

This will result in securing Longridge's long term future by allowing us to pay off the loan secured to purchase the site freehold.

# Crew Dates 2009

Day	January	February	March	April	May	June	July	August	September	October	November	December
Saturday								1				
Sunday		1	1					2			1	
Monday		2	2				1	3			2	
Tuesday		3	3				2	4	1		3	1
Wednesday		4	4	1			3	5	2		4	2
Thursday	1	5	5	2			4	6	3	1	5	3
Friday	2	6	6	3	1		5	7	4	2	6	4
Saturday	3	7	7	4	2	6	4	8	5	3	7	5
Sunday	4	8	8	5	3	7	5	9	6	4	8	6
Monday	5	9	9	6	4	8	6	10	7	5	9	7
Tuesday	6	10	10	7	5	9	7	11	8	6	10	8
Wednesday	7	11	11	8	6	10	8	12	9	7	11	9
Thursday	8	12	12	9	7	11	9	13	10	8	12	10
Friday	9	13	13	10	8	12	10	14	11	9	13	11
Saturday	10	14	14	11	9	13	11	15	12	10	14	12
Sunday	11	15	15	12	10	14	12	16	13	11	15	13
Monday	12	16	16	13	11	15	13	17	14	12	16	14
Tuesday	13	17	17	14	12	16	14	18	15	13	17	15
Wednesday	14	18	18	15	13	17	15	19	16	14	18	16
Thursday	15	19	19	16	14	18	16	20	17	15	19	17
Friday	16	20	20	17	15	19	17	21	18	16	20	18
Saturday	17	21	21	18	16	20	18	22	19	17	21	19
Sunday	18	22	22	19	17	21	19	23	20	18	22	20
Monday	19	23	23	20	18	22	20	24	21	19	23	21
Tuesday	20	24	24	21	19	23	21	25	22	20	24	22
Wednesday	21	25	25	22	20	24	22	26	23	21	25	23
Thursday	22	26	26	23	21	25	23	27	24	22	26	24
Friday	23	27	27	24	22	26	24	28	25	23	27	25
Saturday	24	28	28	25	23	27	25	29	26	24	28	26
Sunday	25		29	26	24	28	26	30	27	25	29	27
Monday	26		30	27	25	29	27	31	28	26	30	28
Tuesday	27		31	28	26	30	28		29	27		29
Wednesday	28			29	27		29		30	28		30
Thursday	29			30	28		30			29		31
Friday	30				29		31			30		
Saturday	31				30					31		
Sunday					31							

KEY

Crew 1	Crew 5
Crew 2	Crew 6
Crew 3	Crew 7
Crew 4	Crew 8



## Role Description - Crew Member

### **Accountability**

Responsible to the Crew Manager

### **Purpose**

To assist as asked with the crew project and Longridge site upkeep for the appointed crew weekend(s). Site upkeep will include catering, grounds and paths, maintaining essential site services and, if necessary, car parking.

### **Objectives (for all Longridge team members)**

- To increase the number of young people using Longridge and to develop their interest in water based activities
- To ensure Longridge's continuation as the pre-eminent hub of water activities in the south east
- To encourage adults to gain qualifications enabling them to instruct young people
- To provide exciting and challenging activities in an enjoyable environment with a high level of customer satisfaction and safety

### **Duties of Crew Member (include but not limited to)**

- Working with the support of the site management team (Crew and Duty Managers) ensure adequate staffing cover to enable the safe running of the Longridge facility for the duration of the crew appointed weekend
- Work with the direction of the Crew and Catering Managers to ensure sufficient catering cover for the weekend
- Ensure new Crew Members are made welcome
- Encourage other Crew Members to act within the site rules and code of conduct
- Ensure Crew Manager has current contact and skill details
- Work with the crew team within project parameters on all crew projects
- Ensure public areas are maintained in a clean, presentable condition
- Record work undertaken in maintenance schedule book

### **Longridge responsibilities to Crew Members**

- The role of Crew Member is voluntary and as such does not receive any financial recompense
- Whilst on site working the Crew Member will receive meals and accommodation
- Crew Members will only be asked to undertake jobs for which they have received suitable training and with supervision as necessary. These jobs include but are not limited to catering, running the shop, site maintenance, cleaning and assisting with administration

- Crew Members will receive site induction and Health and Safety training at their first crew weekend
- Crew Members will be issued with an identity badge, polo shirt and sweat top
- Copies of the signed Role Description will be kept in the HR and crew files together with Crew Member's application form
- No personnel details will be shared with any other organisation or unauthorised person unless the Crew Member's permission is given to do so

**Crew Members' responsibilities to Longridge**

- No Crew Member should undertake any action that could be to the detriment of the site or any other person
- Crew Members are expected to set a good example to users of the site and if possible to assist in maximising the profitability of the activities of the site without putting the health and safety of others at risk
- When arriving on site all Crew Members should sign in with reception and their Crew Manager. If reception is closed they should sign in as soon as it becomes possible.
- In general, Crew Members are expected to be available from 8.30am on Saturday and Sunday (as well as Friday and Monday if applicable) until after the last meal and duties for that day have been completed. Crew Members may be requested to start earlier or stay later in order to assist in the catering of meals outside of these times
- Crew Members will wear their identity badge, Longridge polo shirt and/or Longridge sweat top at all times while on site
- Whilst on the site or whilst representing the site all Crew Members are expected to comply with the site's code of conduct and general site rules as detailed in the site operation manual
- If disciplinary action is deemed necessary in response to a serious breach of the site rules, the Crew Member(s) disciplined may appeal against the disciplinary action to the Longridge trustees

**Accepted by**

Crew Member Signature . . . . .

Name (block capitals) . . . . .

Crew number . . . . .      Date . . . . .

**Amanda Foister**  
**22<sup>nd</sup> September 2007**  
**Revised February 2008**



## Role Description - Crew Manager

### Accountability

Responsible to the Commercial Director/Operations Trustee

### Team Support

Over the weekend the Crew Manager will have the support of the appointed Duty Manager and in peak season a member of the Front Office Team.

### Purpose

To manage the appointed Crew project and Longridge site upkeep for the appointed crew weekend. Site upkeep will include catering, grounds and paths, maintaining essential site services and, if necessary car parking.

### Objectives (for all Longridge team members)

- To increase the number of young people using Longridge and to develop their interest in water based activities
- To ensure Longridge's continuation as the pre-eminent hub of water activities in the south east
- To encourage adults to gain qualifications enabling them to instruct young people
- To provide exciting and challenging activities in an enjoyable environment with a high level of customer satisfaction and safety

### Direct Reports

- All crew members
- Maintenance officer
- GAP/Seasonal generalists

### Duties of Crew Manager (include but are not limited to)

- Recruitment, training and ongoing development of crew members to ensure they understand their role and what is expected of them
- Ensure new Crew Members are made welcome, introduced to site staff and receive appropriate induction training
- Ensure that Crew Members are able to take advantage of training opportunities and benefit from sharing skills within their team
- Working with the management team to ensure adequate staffing cover to enable safe running of the Longridge facility for the duration of the crew appointed weekend
- Ensure sufficient accommodation for Crew Members
- Working with the management team to ensure sufficient catering cover for the weekend and that the Catering Manager has numbers and requirements for meals by the Wednesday before the crew weekend

- When arriving on site all Crew Members should sign in with reception. If reception is closed the Crew Manager should ensure members sign in as soon as it becomes possible
- Ensure that Crew Members are aware of the site's Health and Safety Policy and the importance of working within it
- Encourage Crew Members to act within the site rules and code of conduct
- Ensure up-to-date records are maintained for all Crew Members and the Company Secretary's records and the ACT database are changed as necessary
- Support, implement and communicate to Crew Members decisions made within the management structure
- Conduct a crew briefing at the beginning of each crew weekend
- Represent the crew at the Crew Manager's meetings
- Record crew attendance in crew log
- Working with management team to select and agree on specific projects that are aligned to the site development and facility strategy
- Project co-ordination, to include
  - Producing an annual budget for maintenance of crew project for approval by Operations Trustee and brief maintenance office on spending
  - Ensuring crew remain within spending budget on crew project
- Ensure public areas are maintained in a clean, presentable condition
- Record work undertaken in maintenance schedule book

#### **Longridge responsibilities to Crew Managers**

- The role of Crew Manager is voluntary and as such does not receive any financial recompense
- Crew Managers will receive site induction and Health and Safety training prior to their first crew weekend
- Crew Managers will have the use of a desk in the front of house for the duration of their crew weekends
- As a member of the Longridge management team Crew Managers will be invited to attend management meetings
- Crew Managers will be invited to represent their Crew Members at Crew Managers' meetings
- Crew Managers will be allocated a budget for spending on their crew project. Spending will be actioned by Maintenance Officer with approval by his/her line manager
- Whilst on site working the Crew Manager will receive meals and accommodation
- Crew Managers will be issued with an identity badge, Longridge polo shirt and Longridge sweat top
- Copies of the signed Role Description will be kept in the HR and crew files together with Crew Manager's application form
- No personnel details will be shared with any other organisation or unauthorised person unless the Crew Manager's permission is given to do so

**Crew Managers' responsibilities to Longridge**

- No Crew Manager or Crew Member should undertake any action that could be to the detriment of the site or any other person
- Crew Managers are expected to set a good example to users of the site and if possible to assist in maximising the profitability of the activities of the site without putting the health and safety of others at risk
- When arriving on site all Crew Managers should sign in with reception. If reception is closed they should sign in as soon as it becomes possible
- In general, Crew Managers are expected to be available from 8.30am on Saturday and Sunday (as well as Friday and Monday if applicable) until after the last meal and duties for that day have been completed. Crew Managers may be requested to start earlier or stay later in order to assist in the catering for meals outside of these times
- Crew Managers will wear their identity badge, Longridge polo shirt and/or Longridge sweat top at all times while on site
- Whilst on the site or whilst representing the site all Crew Managers are expected to comply with the site's code of conduct and general site rules as detailed in the site operation manual
- The Crew Manager should ensure that no Crew Member undertakes a job for which the Crew Member is not suitably trained or being supervised. These jobs include but are not limited to catering, running the shop, site maintenance, cleaning and assisting with administration
- If disciplinary action is deemed necessary in response to a serious breach of the site rules, those disciplined may appeal against the disciplinary action to the Longridge trustees

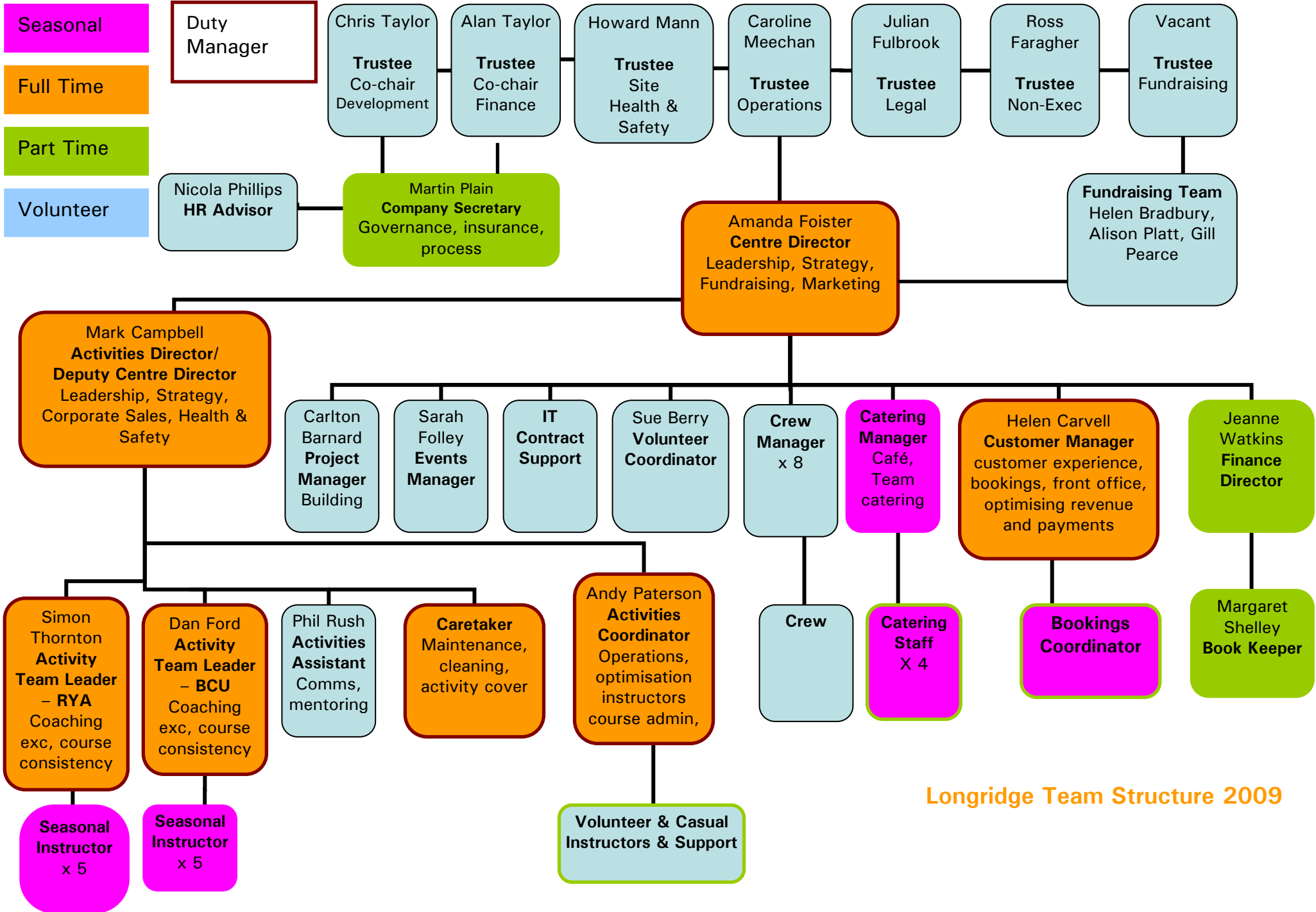
**Accepted by**

Crew Manager Signature . . . . .

Name (block capitals) . . . . .

Crew number . . . . .      Date . . . . .

**Amanda Foister**  
**22<sup>nd</sup> September 2007**  
**Revised February 2008**



Longridge Team Structure 2009



# Volunteer Application Form

<b>Name:</b>	<b>Position Applying For:</b>  If crew, please state your preferred crew, if any:
<b>Address:</b>	<b>Date of Birth:</b>
	<b>Tel No (Day):</b>
	<b>Tel No (Eve):</b>
	<b>Email:</b>
<b>EMERGENCY CONTACT/NEXT OF KIN</b>	<b>CONTACT TEL NO:</b>
<b>ADDRESS:</b>	<b>RELATIONSHIP TO YOU:</b>
<b>Employer's Name and Address:</b>	
<b>Current Job Title:</b>	
<b>Doctor's Name and Address:</b>	
<b>Please detail any medical condition you regularly receive treatment for:</b>	
<b>Please give details of any special needs you may have that we need to be aware of:</b>	
<b>Swimming ability – please tick as appropriate</b> Confident swimmer <input type="checkbox"/> Confident in the water but does not swim well <input type="checkbox"/> Non swimmer <input type="checkbox"/>	
<b>Please list any relevant skills or qualifications you have, particularly those awarded by a National Governing Body, together with the date awarded/renewed:</b>	
<b>Please list any particular skills or qualifications you are interested in learning/achieving:</b>	
<b>All Longridge staff and volunteers are required to complete a Criminal Records Bureau Check, if you have completed a check within the last year, please enter your disclosure number and date of completion from your certificate together with the organisation conducting the check:</b>	
<b>Disclosure no:</b>	<b>Date of disclosure:</b>
	<b>Organisation:</b>

I give permission for any photographs/film taken of me while volunteering at Longridge to be used in both internal and external media (including the internet) to promote Longridge. YES/NO (delete as applicable)

If you select no we will make every effort not to photograph you, however you must share the responsibility for this and identify yourself to the photographer.

Please give the names of two referees who we may approach for a reference. Referees must be over 18 years of age and not a member of your family.

**REFEREE 1**

**Name:**

**Address:**

**Tel No:**

**REFEREE 2**

**Name:**

**Address:**

**Tel No:**

**THE SIGNING OF THIS FORM SIGNIFIES THAT:**

The participant is physically fit to take part in this activity, and agrees to abide by our terms and conditions and as a part of the Longridge Team abide by our code of conduct.

You agree to the information recorded here being held in a database by a person appointed as a records officer by Longridge. This information will be held in confidence in accordance with the provisions of the Data Protection Act 1998

**SIGNATURE OF APPLICANT:**

**DATE:**

**PRINT NAME:**

For young people under the age of 16 their parent/guardian must countersign this form.

**PARENT/GUARDIAN SIGNATURE:**

**DATE:**

**PRINT NAME:**

Please return this form to: Sue Berry, Longridge, Quarry Wood Road, Marlow, SL7 1RE as soon as possible, marking the envelope confidential

# Crew Dates 2010

Day	January	February	March	April	May	June	July	August	September	October	November	December
Saturday					1							
Sunday					2			1				
Monday		1	1		3			2			1	
Tuesday		2	2		4	1		3			2	
Wednesday		3	3		5	2		4	1		3	1
Thursday		4	4	1	6	3	1	5	2		4	2
Friday	1	5	5	2	7	4	2	6	3	1	5	3
Saturday	2	6	6	3	8	5	3	7	4	2	6	4
Sunday	3	7	7	4	9	6	4	8	5	3	7	5
Monday	4	8	8	5	10	7	5	9	6	4	8	6
Tuesday	5	9	9	6	11	8	6	10	7	5	9	7
Wednesday	6	10	10	7	12	9	7	11	8	6	10	8
Thursday	7	11	11	8	13	10	8	12	9	7	11	9
Friday	8	12	12	9	14	11	9	13	10	8	12	10
Saturday	9	13	13	10	15	12	10	14	11	9	13	11
Sunday	10	14	14	11	16	13	11	15	12	10	14	12
Monday	11	15	15	12	17	14	12	16	13	11	15	13
Tuesday	12	16	16	13	18	15	13	17	14	12	16	14
Wednesday	13	17	17	14	19	16	14	18	15	13	17	15
Thursday	14	18	18	15	20	17	15	19	16	14	18	16
Friday	15	19	19	16	21	18	16	20	17	15	19	17
Saturday	16	20	20	17	22	19	17	21	18	16	20	18
Sunday	17	21	21	18	23	20	18	22	19	17	21	19
Monday	18	22	22	19	24	21	19	23	20	18	22	20
Tuesday	19	23	23	20	25	22	20	24	21	19	23	21
Wednesday	20	24	24	21	26	23	21	25	22	20	24	22
Thursday	21	25	25	22	27	24	22	26	23	21	25	23
Friday	22	26	26	23	28	25	23	27	24	22	26	24
Saturday	23	27	27	24	29	26	24	28	25	23	27	25
Sunday	24	28	28	25	30	27	25	29	26	24	28	26
Monday	25		29	26	31	28	26	30	27	25	29	27
Tuesday	26		30	27		29	27	31	28	26	30	28
Wednesday	27		31	28		30	28		29	27		29
Thursday	28			29			29		30	28		30
Friday	29			30			30			29		31
Saturday	30						31			30		
Sunday	31									31		

KEY

Crew 1	Crew 5
Crew 2	Crew 6
Crew 3	Crew 7
Crew 4	Crew 8