



Hampstead RFC

Team manager - MINIS Roles and responsibilities

The role:

The Team Manager is the beating heart of the squad. They make sure that everything runs smoothly, and that the coaches can focus coaching. They are the unsung heroes of the Minis and Juniors section of the club.

The TM has two key roles:

- A. They are the link between parents and the rest of the club.
- B. They take care of all the 'admin' related to the squad – for the squad, and for the club

Hampstead RFC has over 300 children playing rugby across 11 age groups. The only way of managing this effectively is to devolve responsibility for managing each age group to Team Managers.

While it seems like there is a lot to do in this document, much of it is intermittent so only requires attention from time to time.

Also, while we have tried to be as comprehensive as possible, there will always be areas that are not covered. Please feel free to suggest additions as you come across them – or ask the TM Secretary or other TMs for advice. The Junior TM WhatsApp group has been set up for that purpose!

All TMs should ensure that they complete the online RFU concussion course each year, and encourage parents to do the same.

Team Managers should also try and complete the RFU Play It Safe Course and any First Aid course provided by the Club.

Team Managers are required to do a DBS check. If you do not have a current DBS please contact Guy Piau, the Club Safeguarding Officer, to arrange this. It is painless!

A. The Team Manager is the link between the Club and parents

The most important functions performed by TM are to help parents to view the team environment as part of their social network, and to keep parents informed of what's going on within the Minis and Juniors section, and the Club more broadly.



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This includes things like letting them know about:

- kit availability, juniors' café, Easyfundraising etc.
- club fundraising events and activities (eg The 100 Club)
- courses (eg, Play It Safe, First Aid, concussion)
- meetings (eg, Juniors AGM, Club AGM)
- events (eg Give It A Go Day).

Often this involves simply passing information on to parents that has been sent out, e.g. by the Chairman, Head Coach, TM Sec.

Try to foster a spirit of inclusiveness and being part of a rugby club.

A weekly email and/or short flurry of WhatsApp reminders is always a good idea!

Club Kit

Club kit is sold in the juniors' café inside the running track. A match shirt, socks, a gum shield (for U9s and above) and boots are the only mandatory kit.

The club orders a range of sizes of shirts prior to the start of season and based on demand can top this up as required. When buying a shirt it is suggested that the old shirt be donated back to the club and we will give £5 discount to a new shirt bought at the same time.

The café sells second hand boots that have been donated as players grow out of them, and both adult and junior gum shields.

All other kit - training tops, shorts, hoodies and polo shirts are sold online by Akuma at <https://akumashops.com/hampsteadrfc/shop>

We have a fantastic club 'Oddballs' beanie which not only keeps players and parents warm in colder months, but also serves a funky marketing tool for the club!

Juniors' Café

The café in the running track is staffed by volunteer parents from the junior section. Each Saturday one or two teams are responsible for providing 2 people to help out, the rota for when each team is responsible is shown as fixtures in Pitchero so look out for your age group's slot.....

The TM's role is to organise the volunteers for their age group and share their contact details with the Café Manager, Scott. He runs a WhatsApp group to manage this.

There is a separate playbook for how the café is opened, operated and closed up and Scott will share this with the volunteers prior to the season via the WhatsApp group.



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B. Team admin

The key activities here are:

- Knowing who is in the squad and their parents
- Welcoming new joiners and managing leavers
- Ensuring all players and parents are registered with the RFU and have RFU numbers
- Ensuring that subs have been paid
- Dealing with fixtures
- Training admin
- Safeguarding knowledge
- Social

Pitchero provides two incredibly useful apps that all TMs should use:

- The Pitchero Club app (<https://www.pitchero.com/club-app>); and
- Pitchero Manager (<https://www.pitchero.com/manager-app>).

Knowing who is in the squad and their parents

The Club uses Pitchero which enables us to have a complete database of all the children and parents at the Club.

It's important that new joiners set up a Pitchero account and input both their details (as a Club Member and a Parent) and their child's details (as a Club Member and a Player)

For kids, we must have at a minimum **three key pieces of information**:

1. date of birth;
2. an 'in case of emergency' (ICE) contact number and details (eg, is it a parent, guardian, etc.); and
3. information on any medical issues (eg allergies, past injuries etc.)

Particularly at the start and end of each season, do a check of your team's Pitchero database to make sure that it's up to date. Check it periodically to make sure that all the kids in your squad are also registered with the RFU, and that you have the required details (RFU number). If a player is not registered they cannot play for the club in friendlies, festivals or league matches.

The club Membership Secretary is **Bee de Soto**, and she will share membership status early in the season, and before the year end to ensure we have membership compliance! This will no doubt result in needing to chase parents!

Welcoming new joiners

Approaches from new parents will be sent your way. Welcome them in, let them know where and when training is, what their child needs to bring etc.

Tell them about how to sign up to HRFC, register with the RFU and pay subscriptions.



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Please send them the Instructions for New Parents sheet

Please ensure that new joiners understand:

- rugby's Core Values (<https://www.englandrugby.com/about-rfu/core-values>), and
- the HRFC Code of Conduct <https://www.hampsteadrugbyclub.co.uk/a/club-policies-44245.html>

Ensure all players and parents are registered with the RFU each season

Hampstead is an RFU accredited club. This means that all players and parents need to register with the RFU using their GMS system (which is another database).

Again, setting up an account on GMS, and adding children is not difficult and most parents manage it fine.

In order to be permitted to play for Hampstead against other clubs players are required to be registered (was called 'affiliated' until this season). This is an annual process. It enables the RFU to ensure that players' details are up to date.

Even for existing players, at the start of each season parents are required log into GMS and re-register their children for the season.

Here is a link to the Hampstead page on GMS....

<https://gms.rfu.com/GMS/Dashboard/Organisation/463>

At the end of each season all players are de-registered.

Ensure that subs have been paid

Ensure all parents have paid subs for themselves and their children. This is straightforward and is done through the 'shop' tab on the Hampstead web site:

<https://www.hampsteadrugbyclub.co.uk/payments>

Fees are currently £60 for the Parent membership per season, and £60 per Child per season. Some parents just pay for their child and don't pay the Parent subscription – please chase them if this is the case!

Again, a list of who has paid their subscriptions (or who has a direct debit set up to pay the subscriptions) will be circulated periodically on Whatsapp. Please check parents and players against this list.

We are an inclusive club so do not want fees to be a barrier to any player joining the club. If any parent is unable to pay fees, please let Alan Sewell know. This will avoid them being asked for fees.

We always allow 2 'taster' sessions before we ask families to begin paying fees.



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Leavers

When people leave, please remind them to cancel their direct debits for subscription.

For GDPR, if the parents ask to be removed from our database please let Alan Sewell know and he will action within 48hrs, and confirm to the parents that it has been done.

Dealing with fixtures – Minis (U11 and below)

The Mini age group play in two types of fixtures: friendlies, festivals and tours.

Club friendlies are visits to other clubs, normally on a Sunday morning. Typically we seek to do a 'whole club' visit – where all age groups go and play their counterparts at another club. These are organised by the Fixtures Secretary, **Jeremy Breaks**, who will keep Pitchero up to date.

Ad hoc friendly fixtures can also be arranged by the TM contacting their counterpart TM or Head Coach at the club you want to play.

Festivals are events (again usually on a Sunday morning) where numerous clubs come together and play a round-robin or tournament structure of matches. These are also organised by the Fixtures Secretary and added to Pitchero.

NB: many parents do not want to commit to rugby on both weekend days when we have fixtures. It is critical to stress to them that if they can only make one day they **prioritise Sunday fixtures**; Saturday training is *training* – for matches – not an end in itself.

Tours are arranged for the end of season – generally we like to combine all Minis age groups on the same tour where possible. It engenders a greater sense of club life and camaraderie, and helps us to transmit the club's values in a singular event. These will be organised by the Tour Manager.

The key activities that a Team Manager needs to do in relation to fixtures are:

- Check that the team's fixtures on Pitchero are up to date.
- Ensure parents know about fixtures a long time in advance, and publicise them well in the few weeks leading up, seeking to maximise availability
- Chase and monitor the parents to set availability for matches in Pitchero
- Know which players are coming to the fixture and let the coaches know.
- Liaise with the opposition coaches and TMs (if necessary).
- Provide all necessary details to parents – location, time, transport & parking options etc.
- Ensure all necessary arrangements are made for festivals (e.g. registering teams)
- Arrange a parent to volunteer to write a match report (can be just a few lines) and collate photos
- Arrange car-pooling (if necessary)



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Training

It is incredibly helpful to your coaches to know who is going to be at training each Saturday – this helps them plan sessions appropriately, and to ensure that there is sufficient coaching cover. It is also really helpful to them to keep a register of who is attending training.

So the three key things that a Team Manager needs to do in relation to training are:

1. Prompt players to attend training – WhatsApp reminder on Weds/Thurs is good
2. Monitor who is coming to training and let coaches know – by Thursday night
3. Take attendance at training via Pitchero Manager app

Use your time on the sideline to get to know parents, encourage socialising between parents, the less 'silo-ed' the parents the nicer!

Safeguarding

The child's welfare always comes first. In any decision making, the child needs to be the main concern. If in doubt of anything health or safeguarding related, please contact the Safeguarding Officer: **Guy Piau**

Concussion - please see the parent guide for an overview

<https://www.englandrugby.com/participation/playing/headcase/age-grade/parent>

Incident reporting - please ensure that any serious incidents involving children or parents are reported appropriately using [this form](#). This can involve incidents at training or at fixtures and can include injuries and challenging behaviour.

All incidents must be reported to the Safeguarding Officer. More serious incidents should also be reported to a member of the Club Management team. If unsure, contact James Farmer, Chairman.

First Aid – please ensure your age group has at least 1 registered First Aider, preferably many more ; please ensure an operational First Aid Box is available for your team at training and any fixtures.

Tours – as part of any planning, tours should be risk assessed by the Safeguarding Officer.

Social

Experience shows that teams that have a great team spirit tend to stick together and thrive at the club. Social events are a great way of fostering team spirit. These can include things like ten pin bowling, meals out, trips to Premiership rugby matches etc. While coaches are likely to be involved in organising these too, it's great if team managers can come up with ideas and organise outings that appeal to parents and the kids.

We also have a good relationship with The Vine on Highgate Road so feel free to book an area after training on Saturdays.... Usually they run a deal for us which offers a free child meal for every adult meal ordered....

<http://www.thevinenw5.co.uk/>

info@thevinenw5.co.uk

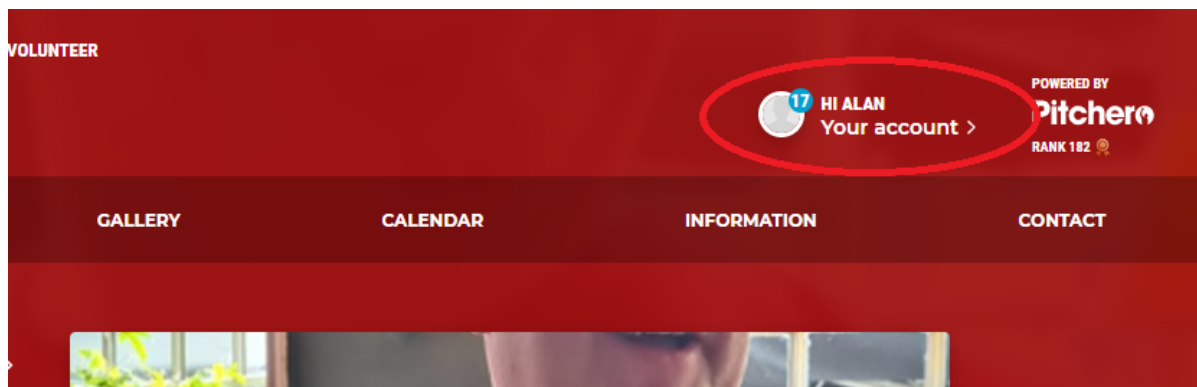
Hampstead RFC, Parliament Hill Fields, Highgate Rd, London NW5 1QR
info@hampsteadrugbyclub.co.uk
<https://www.hampsteadrugbyclub.co.uk/>



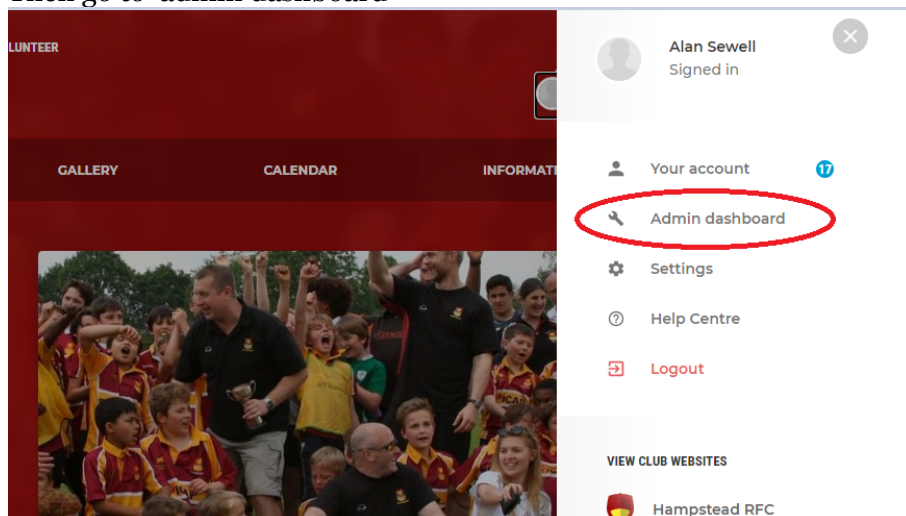
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C. How to use Pitchero to manage team details

Log into Pitchero and click on 'Your account' in the top right corner



Then go to 'admin dashboard'



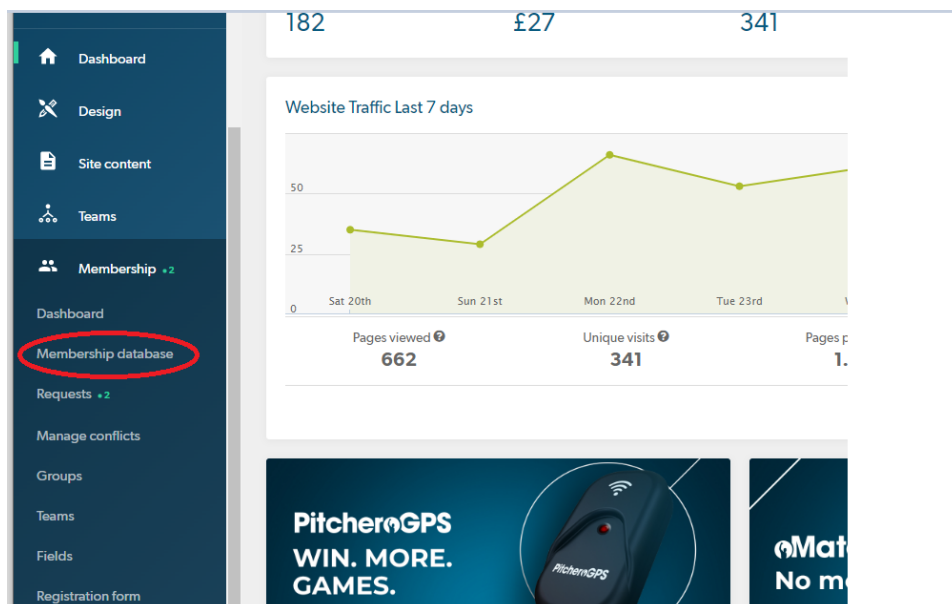
Click on 'membership database' under 'Membership'. You can then....



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This will take you to your team's database. From there, you can:

- Use the filters at the top – filter players or parents only for example.
- Export the database to an excel spreadsheet
- Prompt people to update their information – they will receive an email from Ptchero

Pitchero



Membership Database

+ Add a member

<input type="text" value="Search members"/>								<div>All roles</div>	<div>Under 13s</div>	<div>1 to 50 of 74 results</div>		<div>Filters</div>	<div>Fields</div>
Selected (0): <div>Prompt to update information</div> <div>Groups</div> <div>Roles</div> <div>Merge</div> <div>Export</div> <div>Invite</div>													
<input type="checkbox"/>		First name	Last name	Registered	Email address	Roles	Teams						
<input type="checkbox"/>		Terence	Beggs	Yes	terencebeggs@gmail.com	Pa	Under 10s and Under 13s						
<input type="checkbox"/>		Conor	Beggs Sanchez	No		Cm, Pl	Under 13s						
<input type="checkbox"/>		Kevin	Bell	Yes	kevin.b.bell@btinternet.com	Cm, Pa, Co, Of, ...	Under 13s						
<input type="checkbox"/>		Will	Bell	No		Cm, Pl	Under 13s						
<input type="checkbox"/>		Lawrence	Bent	Yes	lawrencebent@icloud.com	Cm, Pa	Under 13s						
<input type="checkbox"/>		Lucas	Bent	No		Cm, Pl	Under 13s						
<input type="checkbox"/>		Stephen	Bourne	Yes	stephen.bourne@hotmail.	Cm, L, Pa, L, Of	Under 13s						

For example, to check that you have the minimum details on your players, you can **filter** by players then click on **export** and select 'date of birth', 'ICE' and 'medical info' and export it to a spreadsheet.

Hampstead RFC, Parliament Hill Fields, Highgate Rd, London NW5 1QR
info@hampsteadrugbyclub.co.uk
<https://www.hampsteadrugbyclub.co.uk/>



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Export Members

Membership Fields to export

- ☐ User ID
- ☒ First name
- ☒ Last name
- ☐ Gender
- ☐ Registered
- ☐ Children
- ☐ Parents
- ☐ Date joined
- ☐ Last Logged In
- ☐ Receiving email
- ☐ Club app user
- ☒ Date of birth
- ☐ Email
- ☐ Telephone
- ☐ Address 1
- ☐ Address 2
- ☐ City
- ☐ Region
- ☐ Postcode
- ☐ Roles
- ☐ Teams
- ☐ Player teams
- ☐ Coach Teams
- ☐ Team admin teams
- ☐ Children's teams
- ☒ ICE
- ☒ Med. Info
- ☐ Position
- ☐ 2nd Position
- ☐ RFU No.
- ☐ DBS Expiry
- ☐ Conduct

Payment Products to export

- ☐ Men's Match Fee
- ☐ 100 Club
- ☐ Hampstead Rugby Club End of Season 2022 x 1
- ☐ Hampstead Rugby Club End of Season 2022 x 2
- ☐ Ladies match fees (Monthly) 2019 onwards
- ☐ Social Members - Annual
- ☐ Men's Tour 2020
- ☐ Men's Match Fees (Monthly) 2019 onwards
- ☐ Women's Annual Membership (no stash option)
- ☐ Ladies Student/Unwaged Match Fees (Monthly) 2019 onwards
- ☐ Ladies Membership (Annual)
- ☐ Men's Membership (Annual)
- ☐ Men's Student/Unwaged Membership (Annual)
- ☐ Men's Student Membership (Monthly)
- ☐ Students/Unwaged Match Fee
- ☐ Social Membership 2015/16 (Annual)
- ☐ Minis & Juniors Membership (Annual)
- ☐ Parent Membership (Annual)

Cancel

Export