



Clarence Mill • Bollington • Macclesfield • SK10 5JZ
01625 576689 • office@canalsideradio.net • www.canalsideradio.net

Canalside Radio

Staff and Volunteers Handbook

1 Purpose

This handbook is issued to all staff and volunteers at Canalside Radio. The handbook provides background information about the station, its history, its mission within the community, and its management structure.

The handbook defines job roles and descriptions, code of behaviour, information required from staff and volunteers, disciplinary procedures, and how complaints are handled.

All staff and volunteers should familiarise themselves with Canalside Radio's policies, which can be found on line at <http://canalsideradio.net/policies/>

All staff and volunteers are expected to read this handbook, and to confirm its **receipt in writing**.

Although everyone is a volunteer it is essential that they adhere to disciplines and codes of conduct that typically apply in any place of work.

Canalside Radio is an equal opportunities organisation. It does not discriminate on the basis of ethnic background, religion, gender, or disability.

2 Station History

The brainchild of Nick Wright, Canalside Community Radio was founded in April 2004 with the assistance of fellow Bollington residents Chris Heathcote, Eddie and Christine Walmsley, Alan Firth and Gail Wright.

The ultimate responsibility for the station's management and well-being rests with its Trustees and Management Team.

In May 2005 the launch of the station was timed to coincide with the Bollington Festival, and a further four-week Christmas broadcast followed six months later in December 2005.

In April 2007 a fully equipped training centre was opened at the Bridgend Community Centre in Bollington.

In October 2007 a second fulltime licence application was submitted to Ofcom.

A third RSL (restricted service licence broadcast) took place in December 2007.

In February 2008 an application was made to OFCOM for a permanent broadcasting licence. To this end a permanent 5 year broadcasting license was issued and the station went live on air Thursday 4th December 2008. An application to extend the broadcasting license for another 5 years will be submitted by June 2013.

Canalside is a community station and in terms of its constitution it can never become a commercial broadcast station.

3 Who are we?

Canalside Radio is based in Bollington's historic Clarence Mill, and is a local community radio station run by staff and volunteers. We operate on a not-for-profit basis, and rely solely on support and donations from sponsors, local residents, and grants.

Our broadcast area is the Borough of Macclesfield – i.e. North Macclesfield, Bollington, Tytherington, Prestbury, Rainow, Sutton, Wilmslow, Alderley Edge, Poynton and surrounding towns, villages and hamlets.

4 Our Mission

Our aim is to provide an enjoyable, professional listening experience whilst serving all sectors of the community by promoting community events and keeping people informed of issues and news relevant to them.

At the same time, the underlying ethos of the venture is to be as accessible and beneficial as possible to all, by embracing all ages and interest groups. In particular we focus on our schools initiative programme covering ages 9 to 18, and serving the needs of the older section of our population. Volunteers / Presenters range from the age of 13 to people in their late 60's.

In March 2010 we launched our Canalside Youth to Youth programme, which included young people between the ages of 13 and 23. The team then launched a internet radio station, CY4Y, in July 2011 which gives opportunities for young people to research and present shows on air and also provides training in all aspects of radio and social media. This group has regular training sessions throughout the week. In November 2012 CY4Y became known as Canalside's PhaseOne Youth Radio.

In 2013, Phase One Training was created as our training arm and in October 2013 was awarded charity status.

Canalside Radio aims to provide a voice for its community members to discuss issues that are important to them, whilst at the same time providing a platform for the following:

- To enhance and promote social gain

- To provide a quality information service free of charge on behalf of local community groups and services that would otherwise not be able to publicise themselves
- To give the opportunity for volunteers, students and others to gain access to training in radio and gain associated media skills
- To be a radio station with a difference, reflecting the views, opinions and values of the community, and raising awareness of issues affecting the community
- To be accessible to everyone in the community
- To promote and support all community events with outside broadcasts and coverage on shows
- To provide programming and music that caters for the needs and tastes of all sectors of the community
- Most importantly, to embrace the spirit of what is a caring and sharing local community, thereby strengthening the community spirit

5 Management Structure

Canalside Radio has a two-tier management structure – Trustees and Management Committee Members.

The Trustees are ultimately responsible for the station. However, the Trustees and a Management Committee jointly comprise the Management Team.

The Trustees and Management Team meet on a regular basis.

Appendix A contains details of the current Trustees and Management Committee Members. It also defines their specific areas of responsibility.

6 Job Roles and Responsibilities

There are only two job roles available – Presenter/Support Staff and Support Staff.

It must be stressed that it is not an option merely to present radio programmes – all presenters are expected to assist in the administration of the station.

PRESENTER/SUPPORT STAFF VOLUNTEERS CARRY OUT BOTH SETS OF RESPONSIBILITIES OUTLINED BELOW:

a) The following are the job responsibilities of a Presenter/Support Staff volunteer:

- Show planning
- Show presentation
- Basic studio computer administration
- Production and CD ripping tasks (if requested by the Programme Controller)
- Production and submission of items for the What's On Guide and Entertainment Guide

In addition, it is expected that all presenters arrive in good time to prepare before going on air or pre-recording.

This is to:

- Ease the task of manning the office
- Advise the previous presenter that they are on the premises
- Ensure a smooth handover between shows
- Reduce the possibility of only one person being on the premises
- Give the presenter the opportunity to talk-up their forthcoming show.

All Presenters are expected to attend scheduled 'snoop' and training sessions with the Station Manager/Programme Controller. The purpose of these sessions is to aid the development of all presenters' skills.

b) The following are the job responsibilities of a Support Staff volunteer:

- Office administration
- Office and studio cleaning
- Security
- Assisting on-air presenters

NB Office administration covers all aspects of running the station – this includes:

- Answering the phone
- Ripping CDs
- Cleaning
- Security
- Production work on our music library,
- Presenter support,
- Email administration
- Competition prize administration
- ... *in other words, please help!*

Please remember that without office support, the station cannot function.

7 Code of Conduct

It is essential that all volunteers assist in operating Canalside Radio in a professional and responsible fashion.

To that end this section defines the conduct that is expected.

- Please note that no alcohol is allowed on the premises
- Smoking is not permitted on the premises
- Use of illegal substances is not permitted on the premises

We have a limited amount of space at the studio – so please do not attend the premises unless it is in connection with Canalside business.

Please dress in a fashion suitable for an office environment, and because space is limited kindly take note of personal hygiene.

General Behaviour

- Please do not swear, make any references of a sexual or racial nature, or use sexual innuendo, **especially in the presence of school children** – *remember the children are at the studio to learn, so let them model themselves on polite and well presented Canalside volunteers*
- In the presence of members of the public, remember **you** are the face of Canalside and behave accordingly
- In the presence of station sponsors, remember who is funding our broadcasts and behave accordingly

Above all, be polite and professional at all times

a) STUDIO CONDUCT AND REGULATIONS

All the studios are furnished with expensive equipment which must be respected at all times.

Please observe the following:

- Beverages may be taken into the studio, but may not be consumed near the mixer desks. **No food is allowed into the studios under any circumstances.** Please use the kitchen area and main office area if you want to eat anything.
- Headphones are to be treated with care – please remove headphones when not in use and place them on the hooks provided. *In particular, do not allow cables to be caught in chair mechanisms or wheels*
- If preferred, presenters may use their own headphones
- Microphone positions should only be altered when essential – note that the screws must be undone before adjustment
- No equipment is to be unplugged or connections modified
- No system settings are to be changed
- When you finish using the CD players or the mini disc player, please switch them off
- Auxiliary mixers must be switched off when you are finished
- You must leave the studio in a tidy condition ready for the next presenter
- All equipment is sensitive and must be treated with respect. Due care HAS to be taken at all times with ALL equipment whether it is in any of the studios or in the Office e.g. check where things belong, replace items carefully, don't place heavy items on top of other items, inform staff if you think something needs fixing.
- Be aware that the equipment only has a short life and if maltreated will easily break and have a SHORTER LIFE. We do not have pots of money that is why we ask everyone to take care of this shared equipment

We now have a policy in place that controls admission to the broadcast studio.

These rules do not apply to guests or guest presenters (presenters invited by the Station Manager or Deputy to present a show). However, guest presenters under 18 (minors) may only be on the premises, including the broadcast studio, when a CRB checked person or parent/guardian/teacher/responsible adult is present.

1) No one is permitted to enter the broadcast studio unless he or she has signed up as a volunteer and has attended volunteer induction training, except with the explicit permission of Station Management. NO FORM & NO INDUCTION = NO ENTRY.

2) In addition no person under the age of 18 (a minor) is permitted to enter the broadcast studio without written authority from a parent or guardian. A CRB checked member of Canalside Radio must be present if the parent or guardian is not accompanying the minor. Except with the permission of Station Management, minors may not remain on the premises after 9.00pm.

Please remember Canalside Radio is not a place for social gatherings – it is a radio station!

This handbook reinforces earlier issues which stress that this is a place of work – we can have fun whilst we do what we do, but rules have to be followed.

Any breach of these rules will result in action being taken

b) MUSIC REGULATIONS

- Any items broadcast must not contain any unsuitable material – if in doubt don't play it without referring first to the Station Manager
- All music must be sourced from a commercially produced recording – all other music must be cleared by the Station Manager
- No studio recordings may be carried out without the permission of the Station Manager
- **If in doubt – don't play it!**

c) OFFICE CONDUCT AND REGULATIONS

Space is at a premium therefore we ask that you follow these simple rules and requests: -

Canalside Radio operates a *clean desk policy*. Please ensure you **do not** leave any rubbish on the desk surfaces. Bins are provided. Please empty the bins when full and take when leaving the office to the skips situated at the entrance to the multi-storey car park. Tidy away anything you have used and put back stationery/reference materials/folders/notepads etc in the correct place.

- The equipment in the office is only for use in connection with Canalside Radio business
- Please do not call mobile phones unless it is essential
- Do not reply to emails except with the permission of the Station Manager
- Do not access inappropriate internet web sites
- When answering the phone please always give the station name, be polite, and sound happy!
- Do not communicate with external organisations without permission

It is important that the **kitchen area** is kept clean and tidy at **all** times. E.G. There are bins provided for waste- please use them and replace sundry items to their original place with lids on. Please ensure you wipe cups out with the sundries provided.

- All volunteers and staff **MUST** keep noise to a minimum at night as this is a residential area e.g. no slamming car doors, shouting, music blaring etc.....

d) SAFETY AND SECURITY

- Upon entering and leaving building please ensure you enter your details in the signing in / out register. This is to ensure, in the event of an emergency, that all people present are accounted for
- Please ensure that the outside doors are left **locked** if the office is unmanned –ask if you do not know how to do this
- A door bell outside the door in the tunnel will illuminate a light in the studio when pressed. Please ensure if you are alone in the building that you check the spy glass in the door and identify who is at the door. If unsure do not allow access.

- Should any accident or injury occur on the premises, this **must** be recorded in the Accident Book that is located in the office
- In the event of a fire, leave the premises immediately, and assemble at the emergency assembly point which is located by the stairs leading to the multi-storey car park and call the Fire Brigade – do not return to the building until you are advised that it is safe
- Fire extinguishers are located in the kitchen area, the studios, and the admin office. If you are required to use the fire extinguishers, please inform the Station Manager so that they can be recharged.
- It is important to adhere to any Health and Safety Procedures provided by the station Health and Safety co-ordinator. A Health and Safety Policy is in place and all volunteers should familiarise themselves with this

e) GENERAL PROCEDURES

- If you are unable to present a show, please contact the Office and the Station Manager as soon as possible
- Please observe the contents of all notices within the station
- If you take any messages for other staff, please place them on the admin desk. It is useful to note caller details and the date and time of the call, together with any relevant contact details
- Requests submitted either by phone or email must be handed to the presenter immediately
- If a prize winner calls to collect a prize, inform one of the office staff either by leaving a message, or sending an e-mail
- Do not enter the broadcast studio without the permission of the presenter, or when the “MIC LIVE” sign in the office is illuminated.

f) CONFIDENTIAL information

1 Definition: Confidential information includes without limitation all information (relating to Canalside Radio, staff, volunteers and directors) which is not readily ascertainable other than to persons employed by or holding office with Canalside Radio and any information in respect of which Canalside Radio owes an obligation of confidentiality to any third party.

2 Restrictions: You will not at any time except in the proper performance of your duties disclose, or cause any unauthorised disclosure of, or use for your own purposes any trade secrets or Confidential Information (whether contained in documents or otherwise) provided that these obligations will cease to apply to any information or knowledge which has come into the public domain, otherwise than by way of breach of your obligations.

3 Canalside Radio property: All notes, memoranda, records, correspondence, computer and other disks and tapes and all other documents and material whatsoever (including copies) (whether made or created by you or otherwise) relating to Confidential Information or the affairs of Canalside Radio are and will remain the property of Canalside Radio and will be handed over by you to Canalside Radio on demand.

g) COPYRIGHT

- All recordings and broadcasts originating at the Canalside Radio premises are the property of the station

- Such material may not be copied or re-broadcast
- The station logger contains a copy of all the material that we broadcast – this is an Ofcom requirement. The contents of this logger may not be copied or distributed

h) COMPETITIONS

- Note that Canalside Radio staff and their immediate relatives are not permitted to enter any station competitions

8 Personal Details

It is a requirement that you provide Canalside Radio with some basic information about yourself, such as contact address, email and phone, next of kin, skills that you can offer, and any pre-existing medical conditions which we should know about.

The information requested is for use by Canalside Radio administration staff in the event of an emergency. The details will be kept securely and not disclosed.

9 Disciplinary Procedure

In the unlikely event that this should become necessary, please note the following:

- A verbal warning will be given by the Station Manager. Should the verbal warning not be heeded, a written warning will be given by the Station Manager.
- The issue of all warnings will be noted
- If the written warning is disregarded, the member of staff will be asked to meet with The Management Team. The decision of The Management Team will be final
- An appeal against any warning may be made in writing to The Trustees – this appeal may be made by writing to the Secretary whose address is in Appendix A
- The Trustees must advise the outcome of any appeal within 7 days. The Trustees, at their discretion, may raise the matter with any member or members of the Management Team for guidance or clarification
- In the event that the appeal is upheld, the warnings will be considered never to have been issued

10 Complaints Procedure

- Any dispute between staff members should in the first instance be referred to the Station Manager or Deputy Station Manager for amicable, and informal, resolution.
- Any substantive complaint must first be made to the Station Manager
- Any formal complaint about any issue connected with the operation of Canalside Radio must be made in writing to the Secretary – the address is in Appendix A
- The Secretary will then forward the complaint to The Trustees as a matter of urgency

- The Trustees will deal with the complaint within 7 days and, at their discretion, may raise the matter with any member or members of the Management Team for guidance or clarification.
- The decision will be advised in writing to the complainant
- The complainant has the right to appeal within 7 days by writing to the Secretary