

OFFICE PROCEDURES

(Revised by Suzan Woolls, Office Manager, September 2016)

OFFICE STAFF

Listed below is information on how the office operates. New volunteers are always placed with someone who is used to the system and a copy of the office procedures is available in the office together with all relevant forms etc.

OFFICE KEYS should be collected from the INFORMATION CENTRE in the High Street where you will be asked to sign for them on collection and return. You may be asked to produce your membership card. Please do not leave the office unattended and open at any time. As the walls in the building are thin, please be considerate when the meeting room is occupied.

ON ARRIVAL the Noticeboard should be hung on the railings at the entrance to the High Street. This should be brought in at the end of each session.

ANSWERPHONE (instructions on desk). Once the query has been dealt with please DELETE the message.

KEYS to filing cabinet, desk drawer and equipment cupboard are in the metal cupboard behind the desk. Desk drawer and filing cabinet should be locked and keys returned to box in the cupboard at the end of the session.

DAY BOOK is used to record anything of significance or messages which volunteers should be kept up to date with.

SIGNING IN SHEET is self explanatory and should be completed each session with a note of any parking money claimed which is taken out of the red money box in the desk drawer– key in the box with the other keys.

MEMBERSHIP LIST is in the top drawer of the filing cabinet.

STATIONERY is in the metal cupboard.

PROGRAMMES are in the metal cupboard

POST should be date stamped and placed in the appropriate folder (in tray on top of filing cabinet). Postage stamps are in the post book which is in the desk drawer. All outgoing mail should be entered in the post book.

PHOTOCOPIER instructions are above the machine. Group leaders etc. to pay 5p per copy and money placed in the tin by machine. The number of copies taken should be entered in the book by the machine.

EQUIPMENT LOG is in the equipment cupboard with instructions to be completed by the Group Leader. All equipment is stored in the metal cupboard by the window.

TOILETS are in the Drutt Hall or Regent Centre.

STORAGE HEATERS should not be adjusted. Fan heater available – to be unplugged when leaving office.

REFRESHMENTS are in the cupboard in the meeting room. A member of the group will bring you coffee when class in progress (no charge). Group members pay 25p – a container for this is in cupboard. It is ESSENTIAL that the tap is turned off, the kettle unplugged, curtains closed and the lights are turned off at the end of each session. If you do bring in drinks to the office please take bottles or containers away with you and not to be left in the office bin.

AT THE END OF EACH SESSION check the meeting room if no session in progress. In the office lock all drawers, cabinets and replace keys in container in metal cupboard behind desk. Check photocopier is off – switch at the back of machine, bottom left hand corner. Turn off and unplug fan heater, if used. Close curtains, check office is tidy, turn off light, release the Yale lock and remember to lock the door from outside.

Should the group in the meeting room still be in session, let the group leader know you are going and give him/her the key so that the office can be locked up and key returned to the Information Centre.

FIRE PROCEDURE

In the event of a major fire occurring in the Epicentre the following procedure should be followed:

Should the fire start in the meeting room, the group leader should inform volunteers in the office who will contact emergency service 999. Group members should evacuate the building via the office main door.

Should the fire start in the office, office volunteers should phone emergency service, if possible, and advise group leader in meeting room and all should evacuate via fire exit door in meeting room. If 999 has not been called before evacuating the building either use a mobile phone, office in Druitt Hall or the library

Once the emergency service has been contacted, everyone should assemble near the Druitt Hall path to Regent Centre car park.

The main door should be shut but not locked to enable the fire officers to enter building immediately they arrive.

A Committee member (the Chairman if possible) and office manager should be advised of the fire once the building has been evacuated.