

U3A OFFICE PROCEDURES

Listed below is information on how the office operates. A copy should be given to all new volunteers and a copy should be on the office notice board.

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 U3A 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.

SIGNING IN SHEET:

Is self-explanatory and should be completed at the start of each session by each volunteer.

ABSENT VOLUNTEERS:

If you are unable to cover your slot on the Office Rota one of the Office Managers should be contacted straight away. If you arrive for the session and your partner does not appear you may **EITHER** close the office and leave a notice in the window (copy in Day Book) **OR** if you are confident you can cope, please carry on as normal. However if you do close the office please let an Office Manager know. Their contact numbers are Cherry Cook - 01425 275056 or Audrey Payne - 01202 395066

ANSWERPHONE: (Instructions on desk)

Once the query has been dealt with please **DELETE** the message

KEYS:

To the filing cabinet, desk drawer, equipment cupboard and the meeting room cupboard are kept in the stationary cupboard behind the desk.

DAY BOOK:

Is used to record anything of significance, messages which other volunteers should be aware of and messages which need to be actioned by the Office Manager or by Committee Members.

A FOLDER FOR EACH COMMITTEE MEMBER: is in the tray on top of the desk. Any completed registers or accident report forms should go in the Group Co-ordinator's folder.

POST:

Received should be date stamped and placed in the appropriate folder. Postage stamps are in the post book which is in the desk drawer. All outgoing mail should be entered in the post book.

PARKING BOOK and a **WHITE ENVELOPE** are also in the desk drawer. You may claim a refund for any parking ticket that you have bought that morning. Please enter the cost in the book and take the money from the cash box in the drawer. Any sales of Torches or Pens should be entered on the White Envelope and the cash put in the envelope.

STATIONERY: is in the metal stationery cupboard behind the desk.

PROGRAMMES: are in the stationery cupboard and any further stocks are in boxes on top of the cupboards. A programme may be posted in response to an enquiry on the telephone.

MEMBERSHIP SUBSCRIPTION: applications received should be placed in the Membership Secretary's folder. If delivered in person, ensure the form is fully completed, the Consent box on page 3 is ticked and a cheque for £42 is enclosed made out to Christchurch U3A. Also a stamped addressed envelope should be enclosed. If not, use an envelope from the stationery cupboard and sell a stamp from the postage book. We cannot accept subscriptions paid in CASH in the office but members may pay by debit or credit card when paying online using PAYPAL.

POTENTIAL MEMBERS: may come in for a programme. Please advise them that they should approach group leaders direct to enquire for places in a group. Also if there is a particular group they wish to join it may be better to ask the group leader for a taster session when term starts, to ensure it suits them before paying their subscription as we do not make refunds.

SPARE FORMS:

Are in the filing cabinet. Forms include Registers, Expense Claim forms, Course Development forms and Accident Report Claim forms.

LAPTOP:

Can be used to look up Group details and confirm which groups are full. Also spare forms can be printed.

PHOTOCOPIER / PRINTER:

Instructions are above the machine. Members pay 10p per copy and money should be placed in the tin by the machine. The number of copies taken should be entered in the book by the machine.

EQUIPMENT LOG:

Is in the equipment cupboard which is in front of the desk. It includes instructions on how the log is to be completed by the Group Leaders when borrowing or returning equipment which should be signed for.

NOTICES: on the office Notice board should be restricted to U3A information and activities.

TOILETS:

Are in the Druitt Hall or Regent Centre

STORAGE HEATERS:

Should not be adjusted. A fan heater is available - to be unplugged when leaving the office.

REFRESHMENTS:

Are in the cupboard in the meeting room. A member of the group will bring you coffee when a class is in progress (no charge). Group members pay 25p – a container for this is in the 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 in the meeting room.

AT THE END OF EACH SESSION:

Check the meeting room if no group session is in progress. In the office lock all drawers and cabinets and replace the keys in the container in stationery cupboard. Check the photocopier is in the sleep mode (blue dot on the screen). Bring the Notice board back to the office from the railings. Close curtains, check office is tidy, empty bins, turn off light, release the **YALE lock** and remember to lock the door from outside. Return the keys to the Information Centre.

Should a group still be in the meeting room, give the group leader the keys to lock up with

FIRE PROCEDURES:

Are on the noticeboard in both office and meeting room.

Revised by Jill Dale. 15/02/2019, Version 3