

White Horse Harriers (WHH) – creating, managing and using our WhatsApp Groups

WHH makes extensive use of WhatsApp Groups with over 200 members in more than 25 groups.

We have two types of Group:

- Internal “members only” groups – only intended for use within the club. These are generally restricted to club members (including parents/guardians of juniors).
- External groups – generally associated with our external events (such as the White Horse Half Marathon). These are managed by Club members but include non-club members – often as volunteers for that specific event.

The Internal Groups are part of the WHH WhatsApp Community – that is called “White Horse Harriers A.C”. The Community system is provided by WhatsApp to allow for separate groups within a wider user environment. At present, the Community / Group system only allows one level of Group (you can’t have a group within a group).

All new WHH club members should be invited to join our WhatsApp Community. A link is available in the WhatsApp app and desktop website. Anyone who has the link can use it to join the Community, so it should be used with care. It is good practice to reset the joining link every now and then (perhaps once every couple of months?). Once the link has been reset, the old link will no longer work to join the Community.

All new WHH Community members should be told that the Community and any Groups are only for the purpose of WHH club activities and that the topics and tone of conversations should be consistent with that.

To ensure that we manage WhatsApp effectively, and in a manner that support good information governance, we have prepared some rules and guidelines, on the following page, that should be used when creating, managing and using WhatsApp for Club activities.

Every other year (alternating with Facebook group membership), the Secretary will review Membership of our Community to ensure it reflects current club membership.

White Horse Harriers Committee

Looking after your WHH WhatsApp Group

- Remember that not everyone uses WhatsApp – really important stuff should also go out by email. Committee members can send to the Membermojo “all members” email address.
- Remember that new Group members cannot see posts that pre-date their membership. For new Groups that are still growing, you might have to re-post one or two key items
- All Internal Group names should start with “WHH” so that club members recognise it as a WHH WhatsApp group.
- Consider whether individual membership of your WhatsApp Group needs to be approved or if it is open to everyone in the WHH Community.
- Unless there is a strong reason to do otherwise, appoint at least 2 Group Admins, including one current Committee member, to provide resilience, load sharing and Committee visibility of all club activities.
- Ensure that at least one of our club Welfare officers (Nick White and Lucie Bouard) is an Admin in your Group. Experience in other clubs indicates that undesirable things can happen in WhatsApp groups and we need to remain vigilant to keep our club members safe.
- Make sure that everyone in the Group has been reminded that posts , comments etc should remain “on topic” and be respectful and friendly in tone.
- If the Group is for a “one-off” event, depopulate it and close the Group once the activity is “done and dusted” (to avoid us building an ever-growing trail of groups)
- If the Group is to support a repeating event, don’t include the year in the group name – you’ll only have to change it each year
- If the Group includes people who are not WHH club members (eg volunteers for races), make sure this is clear to Group members.
- If the Group is for a specific event, plan how you will remove people once the related activity is finished.
- If the Group has no activity for over a year, consider deleting it.

White Horse Harriers Committee