

JORVIK RADIO – HANDBOOK

VERSION 1.1 - UPDATED 08.11.2023

JOINING JORVIK RADIO

Personal & Contact Information

When registering interest with Jorvik Radio, we will ask you to provide relevant personal information in order to contact you and ensure we remain compliant with our Equal Opportunity obligations.

Once complete, this information will be stored on our HR system, retained in line with GDPR, and will be maintained by the Station Manager. If you know of any information that changes, please inform the Station Manager at your earliest convenience.

Communication

Communication at Jorvik Radio takes place via three mediums:

SLACK – the station's primary communication tool; you will be given an invite to install this to a personal mobile device and can use this for real-time communications and are encouraged to interact with other members about matters relating to the station.

WHATSAPP – a 'broadcast group' is used to send major communications out; this will be sent to your given personal mobile number however your number will not be visible to others in the group.

EMAIL – your personal email address will be used for communications where email is a more suitable method of communicating; communications will be sent to you via BCC so will not be visible to others in the group.

Policies & Governance

Prior to starting any role at Jorvik Radio, you will have received the following documents to review and approve:

- [ACCEPTABLE USE POLICY](#)
- [EMPLOYEE MONITORING POLICY](#)
- [LONE WORKING POLICY](#)

In addition, you should also familiarise yourself with Ofcom's Broadcast Code – available at ofcom.org.uk/tv/ifi/codes/bcode.

Any fines or penalties resulting from breaches to the Broadcast Code, or any other Policy, are liable to the person who committed the offence.

Commitment / Absence

To book time off, please request this via the Station Manager. Sufficient notice should be given for planned leave to ensure enough time is available to arrange cover – a minimum of 2 weeks.

For unplanned leave, please notify the Station Manager at the earliest possibility to flag that you are unable to attend your show. This should be done in the first instance via a phone call, or failing this via the #broadcast-team channel on Slack.

BROADCAST GUIDE

Branding Overview

The radio station name is “**Jorvik Radio**” (pronounced “Your Vic Radio”)

Our tagline is “**The soundtrack to your day**” – and can be tailored to your show's broadcast time; eg. “The soundtrack to your morning / ...to your weekend” etc.

We can be heard in multiple ways:

- Around York on 94.8FM
- Online at jorvikradio.com
- Via our free mobile app
- On Freeview channel 277
- Through smart speakers

Listeners can ‘listen again’ to any shows that they may have missed, or simply want to listen to again, for 30 days after broadcast via the free Jorvik Radio app, or through jorvikradio.com by clicking ‘listen again’.

Music Policy

Always promote music positively.

New music should be contextualised – give some information on the artist, the song etc. and reference it as new music.

When presenting a show where the music is scheduled for you, try to avoid making any changes to the music. Where a change is necessary (i.e. to time the hour properly), drop / swap songs from the end of the hour. Where swapping, swap to a song by the same artist where possible (preferably from the same era); failing this, pick an appropriately similar song, ensuring the same song / artist has not played (and is not scheduled to play) nearby.

Audience Interaction

Conversation should be encouraged with listeners via:

- WhatsApp – message 01904 890141 (visible on the Studio production PC)
- Phone – call 01904 890141 (calls can be received via the Studio production PC)
- Social Media – all major platforms @jorvikradio

General ‘things to avoid’

- Never delete, add, or replace adverts
- Never discriminate (whether direct or inferred)
- Never comment on contentious, criminal, or political matters
- Never upload music that contains anything in breach of the Ofcom Broadcast Code or any other guidance (check **BEFORE** uploading to the system)
- Never run a competition without getting prior approval from Station Manager
- Never talk about graphic or obscene content on-air
- Never endorse or criticise products or services on-air
- Never talk into / out of sweepers (remember to always talk into the ads)
- Never play songs back-to-back without speaking or playing a sweeper between

Music Upload Process

1. Check the lyrics online and check if it contains inappropriate content.
2. Listen to the song in full – the version you have may differ to the lyrics online.
3. Listen to the song in full again – it's easy to miss things first time round!

CORE VALUES

Our Core Values express who we are as a business and should be followed at all times, inside and outside of the organisation.



BE CREATIVE

- We explore people's potential and help encourage and develop people's skills.
- We think differently to our competition, and understand that being unique is a strength.
- We challenge norms by taking calculated risks.
- We review and improve our processes regularly to ensure success.
- We use diverse research to help inform us, so views are not clouded by a single opinion.
- We explore ideas to their fullest, appreciating any idea that is presented without undue judgement.
- We ensure we don't miss out on emerging trends in the market.



BE FUN

- We enjoy what we do – recognising that we play a crucial part in York's media scene.
- We laugh, smile, and don't take things too seriously.
- We ensure decisions are driven by people and research, rather than by ego.
- We talk and socialise with each other and don't let anyone feel excluded.
- We are confident and share ideas without fear of sounding silly.
- We take a step back and reflect when things seem tough, taking time to find the fun in things.
- We go the extra mile and are proud to be part of Jorvik Radio.



BE POSITIVE

- We receive feedback positively, and everyone is encouraged to give it.
- We maintain professional standards in everything we do, even when times are hard.
- We focus on what we can do to grow our station, and don't focus on what others are doing.
- We are respectful of our peers, our playlist, and any guest or business that comes into contact with us.
- We take time to speak to our colleagues, whether we would naturally socialise with them or not.
- We recognise and celebrate our own, and other's, successes.
- We don't jump to conclusions, and always consider everything with positive intent.



BE FAIR

- We respect and listen to everyone's views and opinions, and encourage constructive debate.
- We work realistically, encouraging people to be their best without setting unachievable standards.
- We give criticism constructively, and focus on behaviours rather than on the person.
- We are honest with ourselves, and ask for feedback when we need it.
- We don't use honesty as an excuse for nastiness.
- We address the cause of an issue, as well as its symptoms.
- We welcome everyone, without discrimination, acknowledging equity and inclusion.



BE TRUSTED

- We acknowledge our mistakes, and learn instead of hiding from them.
- We conduct every task, no matter how minor, to the best of our abilities.
- We consider consequences of our actions, both internally and externally.
- We strive to achieve every goal, supporting people along the way to achieve their goals.
- We share skills and experience to help others in the organisation.
- We keep our promises, and are held accountable for our actions, replying to communications when needed.
- We care for, and add value to, our commercial partners and do not take them for granted.



BE LOCAL

- We are proud to operate in York and always portray this.
- We put York first – focussing any content we do to be relevant to its residents, workers, and tourists.
- We operate as the voice of York, and as such take time to give a voice to those in York who otherwise wouldn't.
- We take effort to involve ourselves with York's many diverse communities, and welcome those from within them.
- We selflessly support York's businesses, recognising that what goes around, comes around.
- We always ensure inclusivity, recognising that York has many faces.
- We celebrate the success of other organisations in York, ensuring we cover things without bias.

PRESENTER AGREEMENT

It is mandatory to read, understand and abide by the rules below, and ensure that any guests hosted in the studio also abide by them. Failure to abide by these rules could impact on the operation of the station and would automatically initiate an investigation into the actions of the presenters concerned.

1. **I shall abide by Broadcasting Law.** Failure to do so is a criminal offence. In addition to the general law of the land note in particular:
 - 1.1 **Libel** – any statements made on-air must not unfairly damage reputation by exposing a person / organisation to hatred, contempt, shame or ridicule or make a person / organisation likely to be avoided or shunned. Using the word “allegedly” is no defence.
 - 1.2 **Contempt of Court** – any on-going or pending court cases must not be discussed on-air (particular care needed to control guests or phone-ins).
 - 1.3 **Political Impartiality** – equal opportunity must be given to all of the main parties (particular care needed during election periods when any programmes with political content must be pre-sanctioned by the Directors).
 - 1.3.1 **No political comment is permitted on-air at all on election days.**
 - 1.4 **Under 18's** – material that might impair the physical, mental or moral development of people under 18 must not be broadcast.
 - 1.5 **Programmes should be fair**, factually correct and not condone violent or anti-social behaviour or cause offence on the grounds of age, disability, gender, race, religion, beliefs or sexual orientation.
 - 1.6 **Religion** – religious issues must be covered responsibly and never subject to abusive treatment.
 - 1.7 **Privacy** – individuals/organisations contact details shall not be broadcast without permission.
 - 1.8 **Advertising** – live on-air endorsements of products / organisations / services are not permitted by presenters or their guests.

The above is a summary of the most important aspects of Ofcom's Broadcasting Code. The full version is available here: ofcom.org.uk/tv/ifi/codes/bcode - if in doubt, consult the Station Manager before broadcasting the content.

- 2 **I shall not be abusive or use foul language** – foul language or offensive jokes are not tolerated on-air by presenters or their guests. If in a song, apologise on-air immediately and notify the Station Manager.
- 3 **I shall not express personal opinions** – presenters must not express personal opinions on-air on sensitive matters. This should not prevent you being able to balance a discussion through, for example, playing “devil's advocate”.
- 4 **Any competitions I run shall be fair** – if a prize is offered, it is not permitted for a current Jorvik Radio volunteer, their guests, relatives or partner to win.
- 5 **I shall treat all station property properly** – in particular, no food or drinks (unless sealed and kept away from any equipment) in the studio. Any costs to repair / replace damaged property will be liable to the individual who caused such damage.
- 6 **Respect** – I shall be supportive, and never be unfairly critical, about other volunteers or the station and its management.
- 7 **I shall accept constructive feedback** from management and other colleagues to continually improve my radio skills and improve the general sound of the station.
- 8 **I shall not profit from my involvement as a volunteer.** If a conflict of interest (apparent or real) arises, the Station Manager shall be informed immediately.

- 9 **The station branding belongs to the station.** Any use of Jorvik Radio's name / logo / audio material must be pre-sanctioned by the Station Manager.
- 10 **I will abide by Jorvik Radio's [core values](#)** and act as an advocate both inside and outside of the organisation.

COMPANY STANDARDS

Alcohol, Drugs & Smoking

The use, possession, distribution, purchase, sale or being under the influence of any controlled drugs whilst at work, representing the business or on organisation property is prohibited (except on authorised occasions) and may be viewed as Gross Misconduct.

In addition, whilst on-site, no smoking or alcohol is permitted by Jorvik Radio employees, volunteers, or guests; this may also be viewed as Gross Misconduct.

Whilst representing Jorvik Radio in any capacity, smoking and alcohol consumption should be limited to a respectable level and should never be done in a dangerous or reckless way which may cause reputational harm (near minors, drinking and driving, improper disposal of a cigarette butt etc.). This, or being under the influence of alcohol whilst at work, representing the business or on organisation property (except on authorised occasions), may be viewed as Gross Misconduct.

Bullying, Harassment & Safeguarding

Any form of harassment or bullying in or out of the workplace will not be tolerated. This includes the use of social media to "troll" or harass or bully individuals or associates employed by or engaged with the business. Jorvik Radio will provide support to those who feel they are a victim of such actions and will not tolerate such behaviour.

Where concerns arise regarding bullying, harassment, or any other safeguarding matter, the station's nominated Safeguarding Officer, Chris Watkinson, can be contacted confidentially via chris@jorvikradio.com or via 07748 763139. Any such reports will be investigated fully and fairly, and individuals found to have caused harm or harassment may be dismissed.

LEAVING JORVIK RADIO

Notice / Resignation

Please provide a minimum of 4 weeks' notice of your intention to leave. Such resignations should be submitted in writing to the Station Manager.

FORMAL ATTESTATION

I HAVE READ AND UNDERSTOOD THIS DOCUMENT IN ITS ENTIRETY AND AGREE TO THE CONTENT AND PRINCIPLES LISTED HEREWITHIN:

NAME: _____ DATE: _____ SIGNATURE: _____