



YOUR COMMUNITY SHOP NEEDS YOU! VOLUNTEER PACK



Have you a few hours to spare? If so, we would love you to join our incredible team of volunteers and be at the heart of our community.

Do any of these sound like you?

- ***Willing to learn new skills, or share your skills***
- ***Get involved and meet new people***
- ***Friendly and welcoming and feel you can provide great customer service***
- ***Happy to work in partnership with other volunteers and our shop management***
- ***Happy to be responsible for serving customers and handle money***
- ***Happy making teas, coffees and light snacks***
- ***Happy to clean the shop / café areas***
- ***Happy to stack shelves / help with supplier deliveries***
- ***Able to move around the shop / café comfortably and safely***
- ***Feel you may be able to do all or some of the above, with the right training and support***

Our commitment to you:

- ✓ Supporting you with relevant training and management to help you do a great job
- ✓ Providing a friendly, welcoming, happy and safe environment for you to work
- ✓ Assigning you tasks and a role that you are confident in and enjoy doing
- ✓ Helping you to feel appreciated and valued for your volunteering efforts
- ✓ Regularly communicating with you and listening to your feedback
- ✓ Being flexible and accommodating to your requests and needs
- ✓ Recognising and celebrating your achievements

We will offer:

Flexibility within shift patterns of when you work, and how frequently

Providing you access to the rota's so you can plan your volunteering time

Regular team updates

Regular social events such as wine /food tasting / supplier visits so that you can meet with other members of the shop team

Encouraging volunteer participation in problem solving and decision making

Development opportunities to buddy and coach other volunteers

Training

We know the thought of training can put people off learning a new skill. We think it is important to make training fun and relaxed, and we also know learning takes time and is not achieved in one short session.

We will all be learning these new tasks as the shop opens, and so the team will provide a supportive environment, helping each of us grow in confidence, in our own time.

We envisage training will be in half-hour or hourly sessions. Sessions will include providing a warm and friendly service to customers, health & safety in the shop and cafe, food hygiene when serving food, use of the cooking equipment, how to handle stock, and managing the till and weighing equipment.

Volunteer Shifts

Volunteering isn't a job and so there is no formal contract. You are not obliged to work a shift if you don't want to or can't. However, we rely on volunteers to keep the shop open, so we hope people will see volunteering as a commitment that matters.

We would like volunteers to commit to regular 2.5 shifts (every week or regularly).

There are **two types** of shop volunteer arrangements we offer:

Regular volunteers: committed to fixed weekly shifts e.g. to fit in with school hours or other regular commitments.

Floating volunteers: cannot commit to fixed weekly shifts but happy to be called upon as required and are prepared to work at least one shift a month to keep their skills up to date.

The shift patterns are as follows. These times will be changed if we find some shifts are difficult to fill.

	Early morning	Late morning	Early afternoon	Late afternoon	Early evening
Mon -Fri	7.30 -10	10-12.30	12.30 -3	3-5.30	5.30 -7
Sat	8-10.30	10.30 -1	1-3.30	3.30 - 5	
Sun	8-10	10-12	12-2		

Frequently asked questions

Who can volunteer?

The short answer is – anyone. The shop is for the whole community and the wider the cross section of volunteers, the better. There are no special skills nor experience required. Young people 16 - 17 can volunteer subject to certain conditions and there is no maximum age. If you have a disability we will do our best to adapt the work to accommodate your needs.

I want to help but I'm not sure I have enough time to volunteer

You don't need to make a regular commitment if you don't feel able to. If you're unsure if you will have the time to volunteer, we suggest you do the training and then sign up for a single shift, so you understand what volunteering entails. After that if you don't have time to do any more shifts you don't have to, but if you do have time, you will have been trained to do a shift when you can fit it in.

Will I be alone in the shop?

No, all shifts will have two volunteers allocated to them, so no one will be alone in the shop.

Can I volunteer with a friend?

Yes, there will be two volunteers allocated to each shift, so if friends or couples want to volunteer together we can accommodate it. Some people may be nervous and working with a familiar face could make it easier, so if you're worried, find a friend to volunteer with, or we will help bring people together.

I would like a regular shift, but I can only volunteer in term time

This is not a problem – as long as we know in advance we can work around it. You can have a regular shift in the term and in school holidays we can arrange for another volunteer to cover it. The same applies for other long-term commitments e.g. if you live or work away from the village for part of the year.

Is there a maximum or minimum age?

There is no maximum age – we are hoping lots of older residents will become volunteers. Young people 16-17 can also volunteer subject to the shop manager being available on their shifts.

Can I choose which tasks I do?

We would like volunteers to be trained on all day-to-day tasks as it will give us more flexibility if everyone is multi-skilled. However, on your shift you will be able to express a preference and divide things with your fellow volunteer in a way that suits you both. Where someone has a disability, we will do our utmost to provide an environment which fits their needs.

What training will I be given?

All volunteers will be given approximately 3 hours training. This will include a welcome and introduction to the way we work, service to customers, health & safety in a shop and cafe, food hygiene when serving food, use of the cooking equipment, how to handle stock, and managing the till and weighing equipment. We will ensure volunteers are comfortable with equipment, tasks and routines before we ask them to "go live".

I'm not good with computers – is the till complicated?

The shop will have a computerised till. It is simple and straightforward to use, and we will give you full training. We know some people are concerned about using the till or other equipment, but please don't hold back from volunteering because you are worried about it. You will be given lots of help and support to learn and will not be left alone if you don't feel confident.

I'm worried about making food in the café area

Training will be given on how to use the machines for making tea and coffee, and how to handle food in line with government health and hygiene and food safety standards. You will be given lots of time and support until you are confident.

What will I have to wear?

There isn't a uniform, but you will need to wear a Wigginton Village Shop apron over your own clothes so as to be easily identified as a volunteer. We will have aprons available in the shop for you to use on your shifts. If you would prefer your own, you will be able to buy one.

What if I try volunteering and I don't like it?

If volunteering is not for you, that's fine. There is absolutely no obligation, long-term commitment or notice period.

Is there a chance to progress by taking on more responsibility or skills?

The shop manager will generally oversee the shop. We will need a small number of volunteers to take on additional duties such as opening and closing the shop, cashing up, reviewing the rotas when the manager isn't around etc.

If you have questions or want more information, contact us at info@wiggintonshop.org.uk or contact Debbie Meech on 07831 35740 or Terri Baker 07967 180595