



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 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 aim to provide a supportive environment, helping each of us grow in confidence, in our own time.

An initial Introduction Session will include orientation around the shop and kitchen, providing a warm and friendly service to customers, essential health & safety and food hygiene when serving food,

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.

Currently we have three shifts across the day (8am-5pm) each being 3hrs and two shifts on a Sunday (8.30am-1.30pm) which are 2.5hrs. However, shorter hours are available on request. You don't have to commit to a set number of hours/shifts, however we do encourage you to do regular shifts (minimum once a week) in order to keep your skills current.

General duties throughout all shifts include:

- accepting deliveries and re-stocking shelves,
- Health and Safety checks such as temperature and date recording,
- light cleaning duties such as regular sanitising routines
- ordering of stock,
- serving customers,
- hot drinks and food heating for takeaway service.

You will always be supported on shift by experienced volunteers and staff who will be able to guide you and answer any queries.

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 from 14yrs can volunteer subject to certain conditions and there is no maximum age. If you have a disability or additional needs 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 at least two volunteers allocated to them, so no one will be alone in the shop.

Can I volunteer with a friend?

Yes, there will be at least 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 – you're as young as you feel! Young people from 14yrs can also volunteer subject to suitable availability.

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 volunteers in a way that suits you both. Where someone has additional needs, we will do our utmost to provide an environment which fits their needs.

What training will I be given?

All volunteers will be given initial training (approx. 1hr). 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. Training is always ongoing and there are always experienced volunteers/staff on shift to help you.

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

The shop has 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.

Long hair needs to be tied back and jewellery kept to a minimum as you will be working in a food environment, but smart, casual clothing is fine – top tip is to wear comfortable, closed in shoes!

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, but please do chat with the Manager or Supervisors before you decide as they may be able to offer alternative ways you can help.



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

The Manager and Supervisors oversee the running of the shop, but there is always the need for additional help and skills, such as mentoring new volunteers, administration, social media plus much more! We are always delighted to help develop new skills and responsibilities.

If you have questions or want more information, contact Sally on 07419 310879
manager@wiggintonshop.org.uk

We look forward to welcoming you to the team very soon!