



Fittleworth Community Shop and Cafe **Volunteering Information**

We need you! Fittleworth Community Shop and Cafe are for the benefit of the whole village and surrounding neighbourhoods. Whilst there will be one paid manager and one paid assistant manager, all other staffing will come from volunteers, without whom the shop and cafe will not be able to operate.

Volunteering should be fun; you will meet fellow villagers, learn new skills, and play an active part in our village life.

By volunteering you will be playing your part in keeping the shop and cafe going, and providing a service to our community.

Who can volunteer?

The shop is for the whole community and the wider the cross section of volunteers, the better. Young people aged 16 – 18 need permission from a parent or guardian to volunteer, but young people aged 14 – 15 can volunteer alongside a parent or guardian only. Fittleworth Stores has a safeguarding policy that applies to all staff members and volunteers.

No special skills or experience are required.

What will be my duties as a volunteer in the shop and cafe?

The most important role for us as volunteers is to be friendly and helpful to visitors and customers, creating a welcoming environment for everyone who comes into the shop and cafe.

Specific tasks may include operating the till, unpacking and receiving stock deliveries, restocking shelves, labelling products, preparing newspaper deliveries and orders, or working in the cafe depending on the time of your shift.

It is expected that the manager or assistant manager will always be on site so you will never be left on your own in the shop or cafe. In the exceptional circumstances that neither are available then shop and cafe volunteers would be supported by the post office volunteer.



Are there any other volunteering opportunities?

There is a need for a regular cleaning shift which will take place after the shop and cafe has closed for the day. This will not include any contact with customers.

We are also looking for volunteers to be specifically trained up in post office duties, with a minimum commitment to one 4 hour shift each week. You would receive full training in post office tasks. When working your shift your priority would be serving post office customers, but when the post office has no customers you would work on other tasks in the shop and cafe, so you would still be a full member of the team. Please consider whether you would be prepared to be trained up as a member of the post office team – without enough volunteers we cannot offer a post office service to the village. If you are interested in becoming a post office volunteer please contact Mick Foote on 01798 865156 or footemichael@gmail.com

Not all our volunteers need to work on a regular weekly shift basis. We would also love to hear from you if you have other skills that you might be able to offer to the shop and cafe on a voluntary basis as and when required. For example, you would be happy to assist with basic building maintenance tasks as and when required.

Will there be training available?

Full training will be provided to all volunteers before you start working in the shop and cafe.

When are the volunteer shifts in the shop and cafe?

The exact timing of the volunteer shifts is currently being determined, but it is anticipated that they will be along the following lines:

Monday – Saturday

Morning Shift 1: 9.00 – 11.00
Morning Shift 2: 11:00 – 1.00
Afternoon Shift 1: 1.00 – 3.00
Afternoon Shift 2: 3.00 – 5.00
Post close Shift: After 5.00

Sunday

Morning Shift 1: 8.30 – 10.30
Morning Shift 2: 10.00 – 12.00
Post close Shift: After 12.00



How will shop and cafe shifts be allocated to volunteers?

People are able to volunteer for a specific day and time that is convenient for them. If you are flexible on the day and time then this will be allocated based on the remaining gaps in the rota.

We have many shifts to fill so please do commit to a regular shift if you are able to.

What happens if I can't do my regular shift?

There will be times when you are unable to do your regular shift due to other planned commitments including school holidays etc and we will plan for your regular shift to be covered. To assist with the rota we would ask that you let us know in good time wherever possible.

There may also be times when you are unable to do your regular shift due to unforeseen circumstances including illness. Again we will arrange for your shift to be covered.

Volunteering is not a job so you are not obliged to work if you don't want to or can't. However we rely on volunteers to keep the shop and cafe open so we do hope that people will see volunteering as a regular commitment.

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

If volunteering is no longer for you, you can stop. There is no long term commitment but we would ask you to give us as much notice as possible to allow us to reallocate your regular slot.

What next?

If you would like to volunteer please complete the Fittleworth Shop and Cafe Volunteer Application Form and return it to Catherine Guyler c/o Lower Street House, Lower Street, Fittleworth, RH20 1EP.

If you still have questions or would like more information please contact Catherine Guyler on 07780 686737 or cguyler1@hotmail.com.