



Ilmington Community Shop & Café Information for Volunteers

October 2021

1. Shop & Café Information

Overview

Ilmington Community Shop & Café is a cooperative owned and run by the community for the benefit of the community.

Our aim is to provide:

- A high quality village shop that is attractive and appealing to shop in. As a general village store, the shop provides a good variety of everyday items at reasonable prices to cater for all needs. In addition we provide good quality local produce. It has both 'Farm Shop' and 'Convenience Store' elements. Products include good quality fresh bread and cakes, fresh fruit and vegetables, general groceries and household products, locally produced food e.g. eggs, milk or meat from local farms, newspapers and magazines, greetings cards and gifts. The outreach Post Office operates from the shop two afternoons per week; and
- A café that offers homemade cakes as a place where villagers and visitors can meet up overlooking the views of the village.

The committee are:

Mike Tremellen (Chair & Company Secretary)

Fiona Dakin (Treasurer)

Sarah Tremellen (Vice Chair)

Debbie Sarjant

Julie Jones

Becky Harvey

Shop Opening Hours

Opening hours are as follows:

Monday	7.30 – 5.30
Tuesday	7.30 – 5.30
Wednesday	7.30 – 5.30
Thursday	7.30 – 5.30
Friday	7.30 – 5.30
Saturday	8.00 – 5.00
Sunday	8.30 – 1.00

Café Opening Hours

Monday	Closed
Tuesday to Friday	9.30 – 4.30
Saturday	9.30 – 4.00
Sunday	Closed

The opening hours of the Café are subject to seasonal change

2. Staffing Plans for Ilmington's Shop & Café

Community shop staffing models

Most community shops and cafés use volunteers to staff the enterprise and keep overheads down, but each has its own pattern. As an example some local community shops and cafés have the following staffing models:

- Blockley – all paid staff, no volunteers
- Barford – 1 paid manager, all other staffing volunteers

Barford have been very successful with volunteers. They have been open eight years and volunteer numbers have increased year on year. They have around 90 volunteers, 50 of whom are regular.

Our model is closer to Barford's and we aim to emulate their success. However, they have a self-service café. Customers are able to purchase sandwiches etc. from the shop and serve themselves coffee or tea from a machine and use the small café area. Whilst we will continue to review management options for our shop and café, we have now changed the model originally agreed by our members which is to run a shop and café staffed by volunteers and our Manager, Michele, and to offer a volunteer run service in the café and now employ an Assistant Manager, Laura, to assist our manager in the operation of both shop and café.

Ilmington Shop and Café Staffing

We have a paid manager, and a paid assistant manager. All other shop and café staffing coming from volunteers. The manager and assistant manager are responsible for the day to day running of the shop and café, and for co-ordinating the work of the volunteers and paid staff. Amongst other things, they are responsible for ordering stock, cashing up and banking, day to day health & safety and food & hygiene coordination of the volunteers.

3. Details of Volunteering

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 or experience required. Older children and young people can volunteer and there is no maximum age. If you have a disability we will do our best to adapt the work to accommodate your needs. We provide all volunteers with training before they start in the shop and café.

Volunteer Duties in the Shop & Café

The most important role for all of us as volunteers is to be friendly and helpful to visitors and customers, and create a warm and welcoming atmosphere for everyone who comes into the shop.

Depending on which shift you choose to work your tasks could include, working on the till, unpacking and receiving stock deliveries, helping customers, restocking shelves, serving cakes, preparing and serving drinks, filling the dishwasher or clearing tables in the café.

Before you start working we will provide training and then you will shadow another volunteer. It really isn't challenging and you will never be left on your own.

Volunteer Shifts

Volunteers work in shifts of two or three hours. The shifts are as follows:

Monday – Saturday

Early Bird:	7.00 – 9.00
Morning:	9.00 – 12.00
Early Afternoon:	12.00 – 3.00
Late Afternoon:	3.00 – 5.30 (Saturday 3.00 – 5.00)

Sunday

Early Bird:	8.00 – 10.00
Morning:	10.00 – 1.00

Normally, at least three people will be on shift, so volunteers will always have partners to work with and no one will be on their own in the shop or café.

Allocating Shifts to Volunteers

People can volunteer for shifts in three different ways.

- **Volunteers with regular shifts:** These volunteers will commit to a fixed weekly shift e.g. Tuesday Late Afternoon, Friday Early Bird etc. Volunteers can choose the shift they sign up for (subject to availability).
- **Volunteers with changing shifts:** These volunteers will have no regular commitment and the shifts they do will depend on their availability
- **Volunteers who can work either for shorter times,** for example, when there is a rush of customers or alternatively on particular tasks such as helping us clean up and close down in the last hour or two of opening hours.

Whilst there is no commitment, we hope that volunteers will work at least one shift per month in order to keep their skills up to date.

We have some 60+ shifts a week to fill and it will help us if we have as many regular volunteers as possible, so if you can commit to a regular shift please do. This does not mean you have to do 52 weeks a year! If you will not be available (e.g. for holidays, family events, childcare etc.) let us know in advance and we will arrange for others to cover your shift.

There are also many other tasks that we need help with like minor DIY tasks, gardening and cleaning out of opening hours. These tasks are not included on any rota but if you would like to go our list of other helpers then please do let us know.

Volunteering with a friend

Ideally, there will be at least two volunteers allocated to each shift, so if friends or couples want to volunteer together we can accommodate it. If you are apprehensive, working with a familiar face will make it easier, so if you're worried, find a friend to volunteer with, and even better if they are already experienced! It is also a great way to meet new people and make new friends.

Time commitment

There is no fixed commitment, it is up to you how much time you want to commit.

If you decide to do one regular shift a week it would mean a commitment of either two or three hours per week at the same time each week. If you want to do more than one shift a week you will be very welcome - please volunteer for as many as you can. If you do consecutive shifts .e.g. Early bird and Morning (7.00 – 12.00), you will be able to have a short break in the middle. If you don't have a regular shift there is no formal commitment and you can volunteer as much or as little as you like.

Cancelling and missing shifts

There will be times when you might have to miss a shift because of other commitments. If you know this in advance e.g. a holiday or family event, it is not a problem, but please let us know in good time if you can so that we can arrange for another volunteer to cover the time.

Volunteering is not a job and there is no formal contract so you are not obliged to work if you don't want to or can't. However we do rely on volunteers to keep the shop and café open, and we hope people see volunteering as a commitment. We can't operate if people don't turn up because they thought 'it's only volunteering and it doesn't matter'.

Training

We will give full training to all volunteers before you start work. The training involves a 2 hour initial session that covers general aspects of the role, including Health and Safety, and use of the shop and cafe till system.

4. Possible Questions and Concerns

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

We have a computerised till. It is simple and straightforward to use and we will give you full training. For anyone who has used a computer before it is easy to pick up. For those who have not used computers it may take a little longer to learn, but you will not need any special skills. We know some people are concerned about using the till, 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 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.

Can I choose which tasks I do?

We would like volunteers to be trained on all the 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.

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

You do not need to make a regular commitment if you don't feel able to. If you are unsure if you 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 you may be able to do a shift here and there if you can fit it in. The time slots on the rota document are only a guide for an ideal situation, but if you are unable to volunteer for the full shift then we are able to split the shift to suit the time you have available. Please ask if you are unsure of how you can help.

Will I be alone in the shop or café?

No, there are always at least two people on duty when the shop is open going up to a minimum of three when the café is open.

Is there a maximum or minimum age?

There is no maximum age – we are hoping lots of older residents in Ilmington and the surrounding area will become volunteers.

Young people can also volunteer. There is no minimum age but under 16s will need to volunteer with an adult who will be responsible for them e.g. a parent or family friend, or work when a manager is present to supervise (provided they have direct permission from a parent or guardian). Under 16s will be in addition to at least one other volunteer allocated to each shift.

I'm worried about making food in the café

We only serve homemade cakes, teacakes and scones so no food preparation is necessary except for toasting teacakes or heating scones and full training will be given. Otherwise, café duties mostly involve taking orders and using the till, preparing drinks, serving tables, clearing tables and using the dishwasher. All of the above will be required only if you have had the necessary training and are confident and happy to carry them out.

What will I have to wear?

Volunteers wear an Ilmington Community Shop apron over their clothes to identify them when they are working in the shop. We have aprons available in the shop for you to use on your shifts, but if you would prefer to have your own apron you are able to purchase one. We have name badges available for you to wear that confirm your status as a volunteer. You can wear a badge with your name, without your name and just the word volunteer on it or you do not have to wear the badge at all. We advise wearing sensible footwear and tying long hair back if working in the café.

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 or notice period.

4. Why Volunteer?

If you need any persuading, here are a few reasons to give it a go:

The shop and cafe benefits – The shop and café are for the benefit of the whole village and without volunteers we could not operate as we cannot afford lots of paid staff. By volunteering you will be playing your part in keeping the shop and cafe going and providing a service to the community.

You benefit – volunteering should be fun; in the shop and café you will be at the heart of the community. You will meet fellow villagers and spend time with friends, old and new; you will learn new skills and play an active part in our village life.

Community benefits – partly because the village now has a shop and café as a service, but also because more people in the village will get to know you. The more time we spend with one another, the stronger our community becomes.

**Please don't leave it to your neighbours
Ilmington needs you!**

5. What next?

If you want to become a volunteer, please fill in the attached form and return it to us at the shop.

If you still have questions or want more information contact Michele at the shop on 01608 682838 or email office@ilmingtonshop.co.uk

Ilmington Community Shop and Café Volunteer Application Form

Name

Address

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Age (if under 18)

Telephone: Mobile:

Email:

Please tick and complete either A, B or C:

A: I would like to volunteer for regular shifts each week

Please give approximate number of shifts you might do, and days that you might be available

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B: I would like to volunteer but I do not want a regular shift

Please give approximate number of shifts you might do, and days that you might be available (*there is no commitment, but it helps us with planning*)

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C: I would like to be on call to offer help if I am free at peak times or to offer occasional help if regular volunteers are unavailable

Any other information (e.g. if you want to volunteer with a friend, special requirements etc.)

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Return form to Michele at the shop. For further information phone Michele at the shop on 01608 682838, or email office@ilmingtonshop.co.uk