



Huby & Sutton Community Shop & Post Office Information about volunteering

Overview

Huby & Sutton Community Shop & Post Office is owned and run by the community for the benefit of the community. Our aim is to provide a high-quality shop & Post Office that is attractive and appealing to shop in.

We are run as a community business, which means we are here to serve the community first and foremost. We aim to make small surpluses each year to cover enhancements to the shop. Anything left over after is to be used for the benefit of the community.

As a general village store, the shop provides a good variety of everyday items at reasonable prices to cater for all needs. We also have a Place to Pause where you can enjoy the hot or cold drinks, cakes, and savouries we sell in the shop. 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, and meat), newspapers and magazines, greetings cards, and gifts.

Additionally, the shop has a Post Office, offering a wide range of services to the local community.

The shop is in Huby, on Main Street and volunteers tend to come from Huby, Sutton and surrounding areas. For updates and more information, visit [Huby & Sutton Community Shop – Community owned and run Village Shop & Post Office](#)

There is a small team of volunteers who are the shop management committee. Full details of management committee members are displayed in the shop and on the website.

Our shop is open:

Monday – Friday 8am – 6pm,

Saturday 8am – 12.30pm and Sunday 9am – 11.30am.

Bank holidays 9am – 11.30am

(Closed Easter Sunday, Christmas Day and Boxing Day)

The Post Office is open:

Monday – Friday 9am – 5pm, Saturday 9am – 12 noon.

The following is a guide to volunteering plus some frequently asked questions. But if you need more information speak to one of the volunteers or get in touch with Marina Hilditch via hubysuttonvolunteers@outlook.com. Marina manages the volunteer rota and can answer any other questions you may have.

Guide to volunteering at Huby & Sutton Community Shop

Huby & Sutton Community Shop Staffing

The only paid shop staff are the weekend junior assistants and the Post Office staff. Everything else is done by the volunteers. We have over 60 volunteers – some helping with the shop and others doing important back-office tasks like ensuring we always have a well-stocked shop, keeping the shop safe and well maintained and finally making sure all our finances and communications are properly managed.

We aim to always have one volunteer for each shift, and at some key times we need two volunteers. Even if you are the only volunteer there will always be a Post Office member of staff working alongside you to work with, and no new volunteer is left on their own in the shop.

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. Young people over 18 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.

Volunteer Duties

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

Day-to-day tasks in the shop include working on the till, helping customers, stacking shelves, labelling products, checking the shelf life of stock. Everyone will have to help with cleaning as well – it's not all glamorous!

Volunteer Shifts

Volunteers work in shifts of one or two hours. Many do 2 hours but it's up to you how long you can do.

The shifts are as follows:

Monday – Friday

Opening 07.25 – 9.00 (these shifts need additional training on opening etc)

Hourly from 9.00 to 17.00

Closing 17.00 – 18.30 (these shifts need additional training on closing and cashing up)

Saturday

Opening 07.25 – 9.00 (these shifts need additional training on opening etc)

9.00 – 10.00 & 11.00 to 12.00

Closing 11.00 – 12.30

Sunday

Opening 08.25 – 10.00 (these shifts need additional training on opening etc)

Closing 10.00 – 12.00 (these shifts need additional training on closing and cashing up)

Allocating Shifts to Volunteers

Its easy to find out what cover is needed and how to book onto a shift. Marina, one of our volunteers sends out a regular weekly email to remind everyone about any gaps, any new information about products or anything needing dealt with differently. Anyone wanting to sign up to a shift can then go to the Three Rings app we use to manage the rotas. You can use a laptop, iPad or phone to access the Three Rings site, and it is straightforward to use.

People can volunteer for two different approaches to shifts:

Volunteers with regular shifts: These volunteers will commit to a fixed weekly shift, e.g., Monday 11.00-13.00. Volunteers can choose the shift they wish to 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 and the needs of the shop.

Ideally, volunteers put their names down ahead of the week coming up, but at the weekend typically, Marina sends out an email letting everyone know about any gaps. Anyone can sign up to cover these shifts, though opening and closing needs people who are training in opening or closing. Whilst there is no commitment, volunteers should aim to do at least one shift per month to keep their skills up to date.

We have several regular volunteers but there are always shifts to fill, and it will help us if we have as many regular volunteers as possible. If you will not be available (e.g., for holidays, family events, childcare, etc.), let us know in advance, and we can arrange for others to cover your shift. You don't have to find someone to cover your shift.

You mustn't feel you have to commit to regular shifts; we know everyone has lives and even work so we welcome anyone who wants to give their time to the shop. One volunteer used to help once a year at Christmas! It all makes a difference.

Volunteering with a Friend

We do like to have two volunteers allocated to certain shifts and ideally, we'd like more of this, so if friends or couples want to volunteer together, we can accommodate this. Some people may be nervous, and working with a familiar face could make it easier, so if you're worried, we can find you a friend to volunteer with.

Time Commitment

There is no fixed commitment; it is up to each person how much time they want to commit.

If you decide to do one regular shift a week, it will mean a commitment of ideally one or two 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. These can be consecutive shifts or on different days. But equally, if you can only do the odd shift, then doing that is welcome and appreciated.

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; you simply let us know in good time before the weekly rota is done, and we can arrange for another volunteer to cover the time. Emergencies do happen, and people become ill, so there will be occasions when you need to cancel at short notice, but ideally, these would be infrequent.

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 will rely on volunteers to keep the shop open, and we hope people will see volunteering as a commitment.

Training

We will give full training to all volunteers before you start work. The training typically takes about 2-hours, so you are familiar with the shop layout, the use of all the equipment and the shop till system, as well as how to keep the shelves well stocked. If you need longer, don't worry. We all learn at different rates, and you can take as much time as you need to feel confident. You can also do shifts alongside a more experienced volunteer so you can learn from them.

Possible Questions and Concerns

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. For anyone who has used a computer or ipad 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.

We do have some volunteers who don't want to work on the till and are happy working alongside another volunteer and doing shelf stocking and cleaning. It all helps and means everyone can get involved.

How do I know what there is to do?

We have how to guides and they are written to give you step by step instructions. We also put useful information in the daily diary and on the volunteer noticeboard. There are always jobs to be done, especially checking dates and ensuring the shelves are well stocked and the shop is clean and tidy.

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. The same applies for other long-term commitments e.g. if you live or work away from the village for part of the year.

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 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 find yourself able to do a shift here and there, we can fit you in.

Will I be alone in the shop?

Not unless you are an opener or a closer, all other shifts are done alongside the Post Office staff so you will not be alone in the shop.

Is there a maximum or minimum age?

There is no maximum age – we are hoping lots of older residents will become volunteers as well as young people and anyone in-between! Anyone over 18 can volunteer too and it's a great way to enhance CVs and gain useful skills.

What will I have to wear?

Volunteers wear a Huby & Sutton Community Shop apron over their clothes to identify them when they are working in the shop, with a name badge showing your first name only. Aprons are provided to all our volunteers and volunteers will be responsible for laundering their own aprons.

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

If volunteering in the shop is not for you, you can stop. There is no long-term commitment or notice period and you will still be welcome in the shop to do your shopping! However, there may be other types of volunteering that you may wish to consider that support the running of the shop.

Do I have to open or close the shop?

No, we usually start people off with shifts during the day so you can get to grip with the till, where stock is etc. People can then choose to stick to this, or they can be shown how to open and/or close. It's not difficult and we have written straightforward guides to opening and closing. We do always need people to open and close so if you do get the hang of the till etc we'd love to add you to the openers/closers gangs.

Why Volunteer?

Volunteering is great for you, your shop and your community.

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

The shop benefits - the shop needs volunteers to operate day to day. By volunteering you will be playing your part in keeping the shop going and providing a service to the community.

You benefit – volunteering should be fun; in the shop 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.

The community benefits – partly because the village will have a shop, 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. Huby & Sutton Community Shop needs you!

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 Marina Hilditch via hubysuttonvolunteers@outlook.com



**Huby & Sutton Community Shop
I'd like to become a volunteer**

Thank you for being interested in joining the team of people who volunteer at the shop. If you talk to any of them, they will tell you how lovely it is to feel part of the community and that it isn't as daunting to do it as you think!

Name	
Address	
Home telephone no	
Mobile number	
Email address	

It is useful to know if you have any preferences around volunteering hours or day or if there is something you'd like to do other than working on the counter (we need people to help with lots of things like stock and product displays for example).

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

**Please return form to Marina Hilditch at the shop and she will be in touch.
For further information contact Marina via hubysuttonvolunteers@outlook.com**