



Volunteer Policy

Policy

Purpose – Tibberton Community Shop (TCS) is run wholly by volunteers and exists to provide:

- A Community Shop which serves the inhabitants of the village parish of Tibberton and Cherrington and its neighbouring areas
- A Shop which seeks to provide a range of branded and locally produced goods at reasonable prices
- A not for profit organisation. No shareholders (our Members) can share in the financial success of the Shop. Any surpluses are either donated to local groups or projects or reinvested in new and/or improved services for the Shop
- A community hub where Volunteers and customers can meet, become acquainted and enjoy one another's company.

Aligned with this, TCS's Management Committee strives to offer all members of our community a chance to contribute to the success of the shop in achieving these aims by volunteering their skills and time. The Management Committee is committed to the Shop meeting the equal opportunity and diversity needs of our community through its Equality and Diversity Policy, which covers recruitment and training, and through this **Volunteer Policy**.

Underpinning this policy, which applies to **all** volunteers, are the principles that:

- All volunteers are made to feel welcome and included and that their contribution to the Shop, at whatever level, is facilitated and valued to enable them to contribute to the Shop's work
- There will be opportunities for anyone aged 14 or over to develop new skills and perspectives while volunteering for the Shop
- The Management Committee works positively with each other and with all volunteers
- TCS will actively seek to attract and involve volunteers in its work
- Volunteers require feedback, appreciation and satisfaction in their roles for their contribution to be effective and we will seek to help volunteers receive them
- TCS will provide any training required to volunteers and ensure the Shop is a safe and pleasant environment to work in through the application of its Health and Safety Policy
- All volunteers are covered by TCS's insurance while working on the premises for TCS.
- All volunteers are expected to have an understanding of, commitment to and comply with **all** TCS's published Policies, working practices, e.g. Shop Guide and our Code of Conduct; available from the website: <https://www.tibbertonvillageshop.co.uk> or from the Secretary.



TIBBERTON COMMUNITY SHOP



The Volunteer's Voice

All our volunteers are encouraged to express their views about any matters concerning TCS and its work. Any Management Committee member can be contacted and, where required, the idea or issue will be raised at the next Committee meeting. Where requested confidentiality will be maintained.

Problem Solving

TCS aims to identify and resolve problems as expeditiously and professionally as possible. Any complaints either by or about volunteers should be raised with a member of the Management Committee following the complaints procedure outlined in the **Code of Conduct**.

Tibberton Community Shop	Policy: Volunteer Policy		
	Owner: TCS Management Committee		
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Approved by	Management Committee	March 2019	Version 1
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