Cletwr

Cwmni Cymunedol Cletwr

Staff and Volunteer Handbook

Section 1

Section 1 - Getting involved

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SECTION 1

Getting involved

1. Welcome to the Cletwr project.

Volunteers and staff have a key part to play in making the Cletwr a model of community success.

Cletwr is the community owned shop and cafe that is part of the *Cwmni Cymunedol Cletwr* project. It is also a community hub for activities, events and community support. The project is an exciting one in which all members of the Llangynfelyn community and other people in the area can be involved. Working within the project will be a great way of getting to know your neighbours and the whole community. It is a challenge that is also fun and its success will be a huge credit to everyone in the community.

2. Objectives and Vision

Our company articles state that our main objective is to:
'...run a social enterprise that provides a community shop and other facilities for the benefits of the residents of Llangynfelyn as well as visitors to the area.'

Objectives and Vision

Volunteers and staff have a key part to play in making the Cletwr a model of community success.

Our vision is to:

- Offer a special service to local people and to visitors
- Have a well-stocked, well-used village shop that will be an economic and social asset to the area
- Sell everyday goods but also local produce
- Run the shop with the help of volunteers
- Become a place for people to meet each other and to work together for our community
- Provide a hub for community support and activities
- Attract a wide range of customers to the cafe by serving fresh good quality food
- Ensure that Cletwr is an important welcome point for North Ceredigion and the Dyfi Biosphere. Local gifts, postcards, maps and artwork will be on sale
- Act as a ‘gateway’ for visitors to Ceredigion by providing an introduction to the culture of the county. It will be a business with a strong Welsh identity and will provide information about the local history and heritage
- Ensure that we run a business that has high environmental standards

3. Contact Details



To contact the Cletwr board of directors

admin@cletwr.com

4. Management of Cletwr

Customer service

The manager, staff and volunteers ensure that customers enjoy good service. With the help of staff and volunteers the manager:

- Makes sure that the premises are clean and tidy at all times
- Offers all possible practical assistance to customers
- Encourages a cheerful and welcoming atmosphere in the shop and cafe
- Ensures that the shop is open at all published opening hours
- Ensures that all signage and communication activity is bilingual and that the Welsh language is fostered

5. Volunteers

Commitment Reliability Regularity

- Volunteers take on the responsibility of ensuring a good service to customers and of upholding the vision and objectives of *Cwmni Cymunedol Cletwr*

- Volunteers assist the manager with most of the tasks involved in running the shop and cafe.

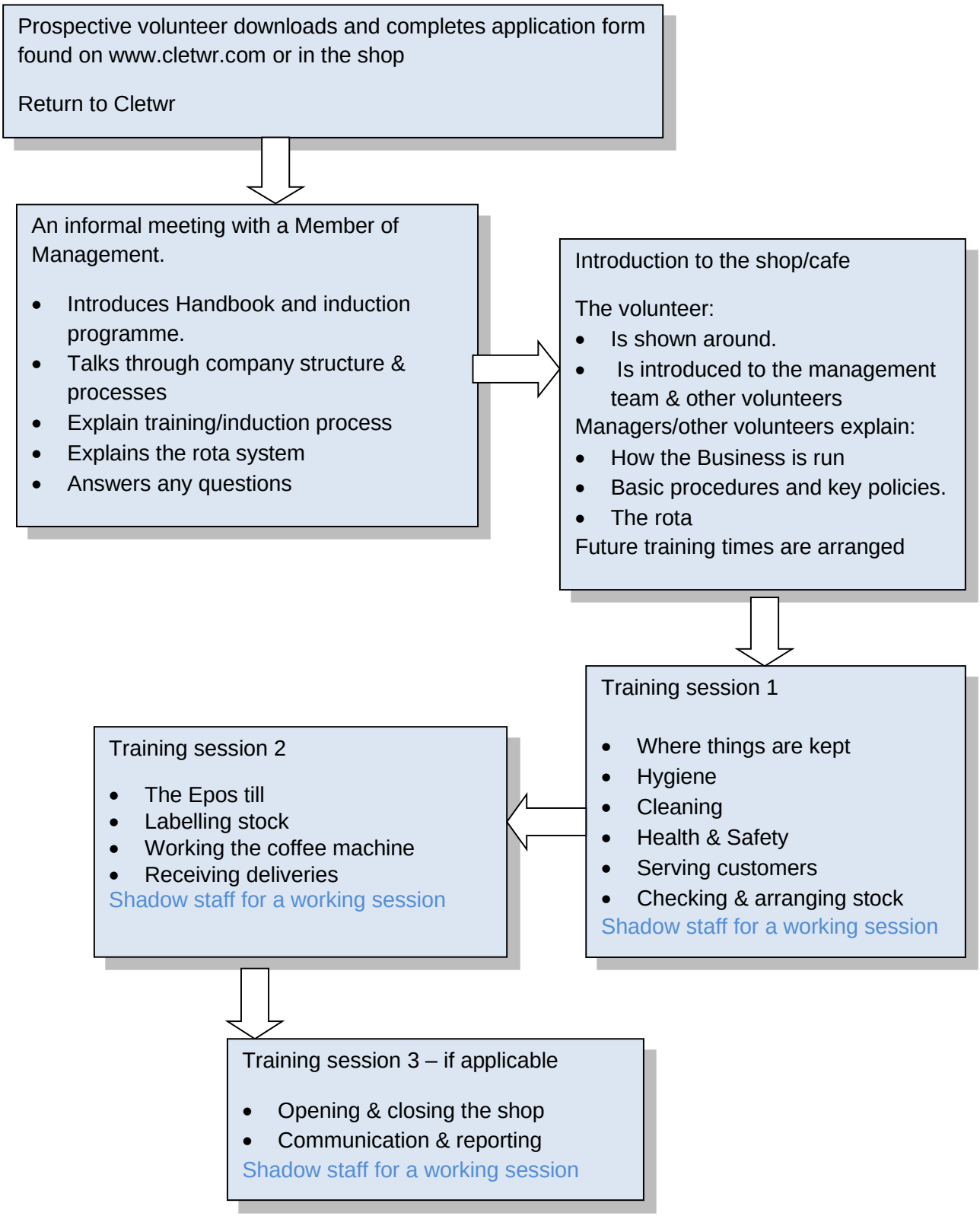
- Volunteers are expected to follow a code of confidentiality in relation to their colleagues and customers

- Volunteers work on a rota, which allows them to give as much or little time as they want to volunteering. However, a single **shift will be two or three hours**. **It will be very important for volunteers to keep their place in the rota**

- Volunteers usually work with **one of the shop management on the premises**

6. Recruitment & training of volunteers

Recruitment & training of volunteers will usually follow the procedure below. Volunteers will not be expected to do **all** the shop or cafe related tasks. Volunteers are also welcomed who only want to offer to do particular jobs that may be occasional rather than regular, these may include in the garden and the art group, or occasional maintenance jobs.



7. Cletwr Volunteering Form

Cletwr

Volunteer Details

NAME:

ADDRESS:

POSTCODE:

HOME TEL:

MOBILE:

EMAIL:

DATE OF BIRTH:

EXISTING MEDICAL CONDITIONS:

PERSON TO BE CONTACTED IN THE EVENT OF AN EMERGENCY

NAME:

TELEPHONE NO:

We may also from time to time use photos of our volunteers for publicity purposes. Please sign below to confirm you are willing for your photo to be used in this way.

Signature _____

Photo not to be used

Signature _____

Data protection statement:

Cwmni Cymunedol Cletwr will store your details on a computer system so that we can contact you regarding Cwmni Cletwr activities.

We will not divulge your information to anyone outside Cwmni Cletwr.

What sort of volunteer work would you be interested in:

Work in the shop ☐ **General work in the café** ☐

Cooking in the café ☐ **General help** ☐

Art Group ☐ **Gardening group** ☐

Other (please give details below) ☐

What skills can you offer?

Do you have previous experience of work in a shop or café? ***YES/NO***

If so, what sort of experience?

Are you aged 16 or over? ***YES/NO***

If not, what is your age?

(If you're under 16 you must have a letter from a parent or guardian which gives permission for you to work in the shop/café)

When would you be able to work in the shop/café?

Monday	AM	PM	EVE
Tuesday	AM	PM	EVE
Wednesday	AM	PM	EVE
Thursday	AM	PM	EVE
Friday	AM	PM	EVE
Saturday	AM	PM	EVE
Sunday	AM	PM	EVE

Any additional information?

Signature:

Date:

Cletwr

Tre'r Ddol, Machynlleth, Powys, SY20 8PN

cletwr@cletwr.com 01970 832113 www.cletwr.com

8. Volunteer Agreement

The following form of agreement will be used between *Cwmni Cymunedol Cletwr* and volunteers who are working in the Community Business. The purpose of the agreement is to make clear what are the responsibilities, duties and rights of both the management and the volunteers .

Cwmni Cymunedol Cletwr Volunteer Agreement.

This is an agreement between the Board of Directors of *Cwmni Cymunedol Cletwr* and the named volunteer.

Name of Volunteer

.....

Address

.....

.....

1. *Cwmni Cymunedol Cletwr* accept the above named as a volunteer who will be working in the community business known as *Cletwr*.

2. *Cwmni Cymunedol Cletwr* will expect ..... to have read the information in the handbook and to accept the vision and principles on which the business is based.

3. Volunteers are directly responsible to the paid shop/cafe managers on a day to day basis. However, the Board of Directors will have the final authority in any matters of dispute, concern or procedure.

4. Volunteers will undertake any training required by the shop/cafe management that is reasonable for them to carry out their work efficiently and safely.

5. Volunteers will undertake to work according to a rota that will be arranged by the Cletwr Management. The work shifts and type of work will be defined before starting work but may be revised periodically in consultation with the volunteer/s.

6. While working in the shop/cafe volunteers will keep strictly to the policies, guidelines and procedures that are outlined in the handbook.

7. Volunteers will be required to give adequate notice if they are unable to take their place in the rota or if they want to withdraw from volunteering.. This will include periods when a volunteer has a holiday or period away planned.

8. If an emergency arises and a volunteer is unable to carry out their shift at short notice they will immediately contact one of the management team.

MANAGEMENT

1. The shop/cafe mangers will each have day to day responsibility for seeing that a volunteer is happy with her/his work.

2. There will be periodic team reviews at which shop/cafe managers will meet with the team of volunteers to discuss any issues and to review the business.

3.The Business Manager will be responsible for reporting on the business to the Board of Directors. This will include an assessment of how the volunteer staff is operating and discussion of any changes that need to be made.

4. Management at all levels will be responsible for ensuring that no volunteer is asked to do any task that they do not feel able to undertake or that they are not sufficiently trained to do.

5. Shop/cafe staff will ensure that the volunteer rota is working efficiently and that volunteers are informed of any alterations.

AGREEMENT

I accept the terms set out above.

Signed on behalf of *Cwmni Cymunedol Cletwr:*

..... Date .....

Signed by the volunteer:

..... Date .....