



# Charity Shop

# Volunteer Handbook

NOVEMBER 2014

A recognised Scottish Charity

**Ardler Village Trust Company**  
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# Ardler Village Trust Charity Shop

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Thank you for volunteering at the Ardler Village Trust Charity shop. This manual provides information and guidance for all volunteers to enable you to have a worthwhile and positive volunteering experience whilst helping the AVT reach its goals. If you have any questions please contact the AVT Manager.

Gillian Lochhead

Ardler Village Trust

Manager November 2014

## **1. INTRODUCTION TO THE ARDLER VILLAGE TRUST (AVT)**

### **Our Vision**

*“The AVT provides a structure that allows residents and partners to work together (works in partnership) to create a sustainable Ardler Village whose community is healthy, wealthy, engaged and proud.”*

*Ardler Village Trust, 2007*

The Ardler Village Trust seeks to ensure Ardler’s future as a vibrant, engaged community that is economically viable and environmentally sustainable. It acts as a driver for community based regeneration and aims to provide a mechanism for enhancing the involvement and participation of local people in the decision making processes that affect the quality of life in the area. As an independent organisation it will work in partnership to manage, co-ordinate and integrate the activities of a partnership comprising the inhabitants of Ardler Village, those operating businesses within Ardler Village, the statutory agencies which have responsibilities in Ardler and, voluntary and charitable agencies operating within Ardler Village.

### **Our Mission**

The Ardler Village Trusts exists to raise the standard of living of the residents of Ardler through engaging local people in the decision making process and facilitating their involvement in physical, economic and social projects.

This mission will be achieved by

1. Developing residents Pride in Ardler and inspiring a sense of belonging and community spirit in a majority of residents.
2. Maximising resident’s involvement and interest in local issues from all areas of Ardler, to ensure better services and a stronger community.

3. Increasing access to job opportunities and training for local people.
4. Increasing lifelong learning, education and training levels by local people.
5. Increasing the levels of ambition, achievement and confidence levels of Ardler residents.
6. Creating a safe, appropriate and well used play and sports facilities for all with a particular focus on children and young people.
7. Working with partners and residents on achieving a quality urban environment through developing and maintaining attractive private and public space.
8. Encouraging residents to make healthy lifestyle choices through the provision of health related information and activities and encouraging their participation and engagement with local services and activities.

### **Origin of AVT**

During September 1998, Dundee City Council (DCC) and the Residents of Ardler selected a partnership of SSHA, Wimpey Homes and Hunt Thomson Architects (HTA) to take forward an extensive program to regenerate the Ardler estate. Within the developer's Masterplan bid, was the vision for The Ardler Village Trust -an independent company owned and operated by the community that would manage partnerships, raise funds and deliver projects according to the needs of local residents.

Commitment to the project was secured from residents, DCC and the developers through the work of the existing regeneration partnership, the Ardler Steering Group (ASG). The AVT was later constituted in January 2003 and superseded the ASG. Highlights from the first year of operation included the AVT gaining charitable status, its registration as a Company Limited by Guarantee, securing funding from Sanctuary Scotland HA and Dundee City Council. This was followed in 2004 with the establishment of a temporary office and recruitment of a trust manager.

Currently the AVT operates via three sub-groups: physical, social and economic. These groups cover the main areas of regeneration activity and have an open membership that includes residents, partners and agencies involved in Ardler. Each group has identified projects through open forums, workshops and the community planning process. This structure ensures that AVT's work fits existing planning documents such as the Communities Learning Plan, Health Strategy, Bio-diversity Action Plan, Community Safety Partnership and the development of the Local Community Plan. Not only does it reflect the 'overarching role' that the Trust foresees itself

playing in the long-term but also the wide background of skills and interests that the sub-group members and directors possess.

The AVT also has broader aims to ensure the long-term viability of the organisation such as promotion of the AVT, increasing membership from amongst residents to ensure democratic processes are followed and the identification of a sustainable income via social enterprise or development of an asset base. The development of the charity shop is an important part of this goal.

### **Trust Management**

A board of 13 Directors manages the Ardler Village Trust. 6 of these are community representatives elected by AVT members at the AVT annual general meeting. The remaining directors are appointed by the following organisations operating in Ardler Village; St Fergus and St Leonard's Church (1), Chalmers Ardler Church (1), DCC Directors (2), DCC Councillor (1), and Sanctuary Scotland Housing Association (2).

Membership of the Trust is open to all persons of 16 years of age or over, whose principal place of residence is within Ardler Village (other than employees of the Company, who may not be members). The AVT employs a manager that is responsible for the daily running of the company on behalf of the Directors. The Manager's post is administered and line managed by SSHA and seconded to the AVT via a secondment agreement.

### **Legal Structure**

Ardler Village Trust is recognised as a Scottish Charity (Scottish Charity Number SC 033833). It is also incorporated under the company act 1985 as a private company limited by guarantee from 27<sup>th</sup> November 2002 (company number 240233).

The AVT is also recognised as Neighbourhood Representative Structure (NRS) by Dundee City Council and is a member of Dundee's Community Neighbourhood Representative Structure. As outlined in the council report 725-2002 Giving Voice to Communities this recognition entitles the AVT to:

- a) Formal right to consultation on any matter relating to the organisations defined area of interest (Ardler Village)
- b) Eligibility to apply to DCC for grant aid

- c) The right to consultation on area plans / implementation strategies / area budgets
- d) A named contact within the Council who will assist and advise the group
- e) Assistance with access to the accommodation for meetings in Council premises

## 2 VOLUNTEERING AT THE ARDLER VILLAGE TRUST CHARITY SHOP

All potential volunteers have to fill in an application form and be interviewed by the AVT Manager. Under no circumstances can anyone other than an approved volunteer work in the Charity Shop.

### Applying to become a Volunteer

We hope to encourage anyone over the age of 18 to volunteer in the AVT charity shop and will advertise regularly in the shop windows, local newsletters, information boards and across Dundee via the Dundee Volunteer centre.

People interested in volunteering should be given a Volunteer application form (available from the Charity shop or AVT office or online at [WWW.ARDLERVILLAGETRUST.ORG](http://WWW.ARDLERVILLAGETRUST.ORG) )

Their contact details (Name, address and phone number) should be noted down and passed to the manager as soon as possible.

AVT will look to get two references who can vouch for the applicant's suitability to work in the shop. Neither of these should be relatives.

Disclosure Checks: The AVT may take on young people or vulnerable adults as volunteers sometime in the future should there be a suitable opportunity. If this occurs then all staff will be required to undertake a disclosure check as part of our child and vulnerable adults' protection policy. The disclosure will be at the basic level for shop assistance and Enhanced level for shop managers.

NB: The AVT will consult all staff prior to this taking place.

### Job Roles

The charity shop operates with shop assistants - all of which will be volunteers. The AVT will support the development of all of these roles within the shop and systems to ensure the smooth and safe running. This table gives an outline of the job roles:

Job Roles for AVT Charity Shop

|                   | <b>AVT Manager</b>   | <b>Shop Assistants</b>  |
|-------------------|--|---|
| Stock generation  | Strategy and promotion   | Taking in goods, promoting to customers the need for more stock               |
| Stock Preparation | Ensure systems are in place to sort and prepare stock so that it reaches the floor in saleable condition | Follow shop system for preparation: Sorting, grading, preparation and hanging |
| Stock disposal    | Set up and maintain system of disposal ensuring best possible price                                      | Follow system for disposal of stock   |

|                     |   |   |
|---------------------|---|---|
| Pricing             | Create pricing policy based on local area, current trends and fashions. Communicate to staff              | Undertake pricing of items using pricing guides.  |
| Recruitment         | Continually promote with AVT to ensure diverse workforce that covers key opening times                    | Promote opportunities to friends and customers  |
| Motivation of staff | Ensure work is recognised and that time is given to celebrate successes                                   | Recognise and praise fellows. Raise issues with manager early.                          |
| Promotion           | Manage promotion projects and budgets to ensure that shop has a good profile in community                 | Assist with promotional campaigns including sales, stunts and events                    |
| Cash Handling       | Set up and monitor systems of cash handling with AVT. Ensure safe and efficient transfer of cash to bank  | Follow systems  |
| Administration      | Ensure that all records on volunteers, stock, finances and performance are keep up to date.               |   |
| Health and Safety   | Ensure that Health is implemented at all times and that accidents are reported and remedial action taken. | Everyone has a duty to ensure their own and others safety by following shop guidelines. |

### **Induction Period**

New Volunteers will be given a period of induction in which they will work closely with existing staff, be given training and be shown key areas of work. This process will aim to be completed within 2 weeks and look to conclude with the completion of the Induction Checklist being signed off by the AVT manager.

### **Hours and notification of Holidays**

Every hour that a volunteer works is valuable to the AVT and will help in the overall operation of the shop. To ensure that the shop remains open for the core hours advertised we will ask if volunteers can follow these helpful guidelines for registering hours and future days off.

- Work whole shifts (3 hours) if possible (i.e. 10 to 1 and 1 to 4)
- Provide manager with 1 months notice of any holidays or absence
- If you wish to swap a shift with another volunteer please ask the AVT Manager

### **Unforeseen absence:**

Please contact the AVT office (tel: 831712) as soon as possible if you are unable to work.



## **Health and Safety**

The AVT health and safety policy statement states:

‘Nothing is more important than ensuring that all our activities are healthy, safe and environmentally friendly and in accordance with the principles of sustainable development. Ardler Village Trust recognises the duties placed upon it under the Health and Safety at Work etc Act 1974 and all other relevant legislation. We have a duty of care to our employees, trainees, customers, visitors, suppliers and partners. We also recognise that we have a role in helping other people and organisations make changes to their environmental performance.’

Volunteers and staff all have a responsibility to ensure that they act to ensure that the shop environment remains in a safe working condition. This includes

- Keeping all access routes and fire escapes clear of equipment and stock
- Taking personal action to keep areas clean and store items safely
- Notifying the shop manager if you see anything you presume is unsafe
- Not to undertake actions that could result in injury like lifting heavy loads or using inappropriate equipment

## **Personal safety**

Even though it's a charity shop there is always a chance that some visitors may be looking to shop without money! In order to prevent this practice the AVT and its volunteers will take a firm line on shoplifting or any abuse caused to staff. We will have visual signs at entry to this effect and will put in place the following procedures to reduce the risk to person:

- At least 2 members of staff in the shop whilst open
- 1 member of staff on the shop floor at all times when open
- CCTV installed

We ask that no staff member puts themselves at any risk of assault.

## **Training**

The AVT aims provide training for volunteers so that they are best able to perform in their role. Alongside the induction process volunteers will be asked to fill in training needs assessment form which will be used to book training for individuals or groups.

## **Leaving**

We hope that every volunteer will find their time working at the AVT charity shop rewarding and enjoyable but recognise that everyone will at some point wish to move on. To help the shop to continue and develop we will ask all volunteers who will leave the shop to fill in an exit form and have a meeting with the shop manager to help us build on strengths and tackle weaknesses.

All volunteers will be given a job reference on leaving if required or at a later date.

## **Expenses and food allowance**

AVT volunteers can claim a meal allowance if working for full day (6 hours) or may incur expenses whilst carrying out work on behalf of the trust such as travel, training and communication. Meal allowances can be authorised by the AVT manager on the day of them being claimed only.

For all other expenses the AVT will seek to reimburse those people in accordance with the organisations financial procedures only when the expense has been declared to the AVT treasurer or Manager and agreed prior to the expense being incurred. :

- Meal allowance to a maximum of £2 per day with a receipt when working for longer than a 6 hour continuous period

## **2. SHOP PROCEDURES**

### **Back Shop :**

For Health, Safety and security reasons the back shop is for Active Volunteers/Staff Members only.

Under **NO CIRCUMSTANCES** are friends and family to be allowed anywhere other than the shop front.

For Health and Safety reasons friends and family may not assist in the shop unless they have undergone the above procedure.

### **Sorting Donations**

Once Donations have arrived they should be sorted into three separate piles.

1. Keeping
2. Re-cycling
3. Items to be given to other Organisations

If display space permits then items should be priced, dated and displayed. Otherwise kept items should be folded and placed on the store room shelves. The price list will be decided by the Manager who will advise the Volunteers of the pricing structure e.g. if there is a sale.

All donations must be sorted through, priced, and displayed on the shop floor for at least 2 days before Volunteers can purchase them. This means that Volunteers don't have first pick, and allows our customers to view everything.

If Volunteers wish to buy something they MUST get the AVT Manager ring it up. Under NO circumstance may Volunteers ring up the till for their own purchases

### **Rotating Stock:**

Bric-a-brac, toys and clothes should be dated before being displayed. Stock will then be checked on a weekly basis and any item on display for 3 weeks or more will be removed. Clothing will move to the clearance rail and all other items will be binned. The clearance rail will also be reviewed on a weekly basis and items sent to Nathan for recycling.

### **Presentation of the Shop**

Volunteers should make sure clothes are hanging neatly and check that hangers are facing the same way as first impressions count. There should be no obstructions in the walk-way as people should be able to walk around the shop without tripping. If the shop is quiet there is always something to be done.

### **Till Area**

Unless there are queues it is best to have one person at a time behind the till as it is a small space.

### **Till Mistakes**

If a mistake is made on the till please write on the till roll what the discrepancy is and also tell the AVT Manager.

### **Smoking**

Any Volunteer going outside for a cigarette must go to the back door area where customers cannot see them. When the cigarette is finished, it must be disposed of in a safe and clean manner. It must not be dropped on the ground or thrown over the fence.

When going out for a cigarette, the back door must be closed behind you as we do not want cigarette smoke wafting into the shop.

It is NOT PERMITTED for Volunteers to stand together at the back door and smoke (the door should be closed). Only one Volunteer at a time should go for an outside break. There should be a member of staff on the shop floor at all times. Only Volunteers are allowed outside at the back of the shop so please do not take friends and family out there for Health and Safety reasons.

### **Cleaning**

At the end of the day the Kitchen area MUST be cleaned so that no cups or rubbish are left out overnight.

The shop floor must be left tidy, ready for the next the day.

Should donations come in at the end of the day they must be stored safely so that there is no trip hazard in the mornings.

### **Pricing Structures**

All Pricing Structures are made by the Manager of the Trust

### **Shift Cover**

If you volunteer for a shift and you have an appointment, holiday, sickness etc., and cannot come to work, please let the AVT Manager know so she can get cover for that day. If it is possible (apart from sickness) please give a minimum of 48hrs notice.

### **Shop Closing Times**

The shop hours of opening must be adhered to unless there is an emergency. If you are unable to work until 4.00p.m. please inform the Manageress who will organise the shift pattern. We will lose customers if the shop is closed early. The shutters may be put down at 3.50pm and the door may be locked at 3.55p.m. to control entry and to allow time to finish serving customers, cash up etc.

### **Using the Till**

All volunteers will be trained on using the till. However, this will only be done after the volunteer has been working for at least 4 weeks. This is partly to ensure the volunteer is proving trustworthy and partly to allow volunteers to get to know the shop, stock etc.

The Till must always be used and each item must be typed in individually. DO NOT use a calculator and type one large amount as this is misleading. If a customer is not sure how much money they

have you can always delete and start again. The till rolls are checked to see how business is doing and it needs to be a true projection.

### **Community**

Remember if the Charity Shop is running smoothly, the customers will keep coming back. The more we can do for our Community, the more we all benefit. We are representing Ardler; we are on the front line so always be polite and assist in any way that counts. Sometimes a smile can make someone's day.

### **Security Alarms**

The office has motion detectors and a door entry alarms fitted. These must be activated on leaving the premises and deactivated when entering by the entry of a pass code. To reduce the risk of false alarms only the AVT Manager and one AVT Director will be given access to this code. The code will be changed whenever a member of staff who knew the combination, leaves their position.

### **Fire alarms**

A fire alarm is fitted. The office will also have extinguishers and fire blankets located at the exits and kitchen area which all Volunteers will be shown as part of their induction.

### **Security Shutters**

The shop is fitted with jeweller type security shutters that cover the plate glass at the shop front. These must be taken up at the start of every day of opening and put down and secured at night. The shutters are controlled by electric switch or a manual baton that is affixed to an 'eye' under the hoardings outside. Care must be taken not to over wind the shutters when closing to avoid them becoming fouled.

### **Toilets / cloakroom and parking**

The one toilet on site is disability accessible and unisex. It can also be used to store staff coats and bags etc. Customers are not permitted to use the toilet unless supervised in some way. All staff are asked to keep the toilet in a clean condition and report any problems to the manager as soon as possible. The storage of some shop items is permitted but this should not inhibit the use of the toilet.

## **Eating and tea/coffee**

The shop has a kitchen area that it will be the responsibility of all staff to maintain. Staff are welcome to use the fridge and tea/coffee making facilities as they see fit. The shop will pay for tea/coffee/milk etc. for staff only.

Staff are welcome to eat in the Kitchen area of the shop only.

## **Dealing with Customers**

Customers are the most important people for any organization including the AVT and charity shop. They provide stock, buy stock, advertise our presence if they like what we do and can be potential volunteers.

It is important to remember:

1. Repeat business is the backbone of our sales.
2. Without customers the organisation would not exist.
3. The purpose of the organisation is to fulfill the needs of the customers.

## **Customer satisfaction**

Customer satisfaction is at the heart of the selling process. One estimate is that it costs five times as much to attract new customers as it does to keep an existing one. The relationship between the customer and the organisation is, therefore, an important one.

Customer service is one of the most important ingredients of the marketing mix for products and services. High quality customer service helps to create customer loyalty. Customers today are not only interested in the product they are being offered but all the additional elements of service that they receive from the greeting they receive when they enter a retail outlet to the help that they receive when shopping.

## **Waste**

Charity shops generate huge amounts of waste and this must be dealt with in an efficient manner to avoid it becoming a hindrance to the operation of the shop. It is worth remembering that popular charity shops dispose of around 80% of donated goods.

### **Clothing, shoes, leather items and books**

Nathan Wastesavers will re-use and recycle all clothing, belts, shoes and soft toys and pay the AVT around 30p per Kilo. Pick ups are made from the charity shop each Monday.

Nathan Wastesavers  
13 Winchester Avenue  
Denny  
Stirlingshire  
FK6 6QE

Tel: 01324 826633  
01324 826828 Fax: 01324 826555

### **Domestic waste**

Bric-a brac items and non-recyclable goods should be placed in the Black wheelie bin in the bin store at the rear of the building. Black bin bags can be used if there is insufficient room but these must be properly stacked and not pose a risk or trip hazard. Paper waste (paper and cardboard) should be flattened and placed in the blue bins

### **Waste Pick ups**

|                                   |                            |
|-----------------------------------|----------------------------|
| General Waste 240 litre black bin | once a week on a Wednesday |
| Paper waste 240 litre blue bin    | once a week on a Monday    |