

WE ARE COMMITTED TO OUR VOLUNTEERS

AT FREE SHOP CRAWLEY, WE ARE COMMITTED TO WORKING WITH VOLUNTEERS AT ALL LEVELS – FROM THE SHOP FLOOR, ADMIN AT HOME, DELIVERIES TO EVENT VOLUNTEERS AND TRUSTEES. WE WELCOME AND VALUE VOLUNTEERS' CONTRIBUTION TO THE ACHIEVEMENT OF OUR AIMS AND OBJECTIVES.

OUR VOLUNTEERS BRING MANY BENEFITS, INCLUDING:

- DELIVERING OUR VISION.
- BEING AN AMBASSADOR AND A PUBLIC FACE.
- ENCOURAGING LINKS BETWEEN US, VISITORS AND THE LOCAL COMMUNITY.
- BRINGING A FRESH APPROACH AND A DIFFERENT PERSPECTIVE; ONE THAT REFLECTS THE VIEWS OF LOCAL AND WIDER COMMUNITIES AND INCLUDING DIVERSITY OF KNOWLEDGE AND EXPERIENCE.
- BRINGING CREDIBILITY- SHOWING THAT OUR WORK IS VALUABLE BY OFFERING YOUR TIME FOR FREE.

We recognise that as a volunteer you are sharing your time with us. There is, however, responsibility on both sides. It is important to understand the benefits you will receive from volunteering with us, and our expectations of you.

WHAT YOU CAN EXPECT FROM US:

- A happy, fun and safe place to volunteer
- Interesting and rewarding volunteering opportunities
- Relevant training and support
- All volunteer personal information to be kept in confidence in line with the Data Protection Act 2018
- Ensure you are free from discrimination and are treated fairly

WHAT WE EXPECT FROM YOU

- To act as an ambassador. For many of our customers you are the 'face' of FreeShop, so please always extend a warm welcome and treat customers with respect and courtesy.
- Present a professional image with regard to appearance and standards of dress.
- Conduct yourself professionally at all times. This includes general housekeeping but also not expressing personal opinions or being drawn into potentially controversial conversations as your views will be taken to represent those of FreeShop as an organisation.

We hope you enjoy your time with us, add to your own experience, learn new skills and share the ones you have. We are extremely proud of the volunteers at FreeShop and how they help to serve our customers.

