

Rocklands Community Shop
Minutes of the Management Committee Meeting 20th May 2015
7.30pm at Mill House, Mill Lane

1. **Present:** Victoria McArthur (chair), Peter Rushton, Cath Jones, Malcolm Robertshaw, Robert Gray, Jan Swaddling, Alan Johnson, Elaine Johnson, Natalie Albrow, Jo Walsh
2. **Apologies:** Roger Steel, John Borrill, Shirley Colenutt, Joan Woodroffe
3. **Minutes of Last Meeting and Matters Arising:** There were no matters arising and the minutes were signed.
4. **Financial:** Pete gave the weekly balances in Johns absence. The Enterprise Investment Scheme (EIS) forms have arrived and Cath, John and Robert are to liaise with Pete about getting the correct information on the forms to the investors who want to claim back their tax relief. Cath and Robert are to confirm original amounts and update any information as needed.
5. **Membership Strategy (in progress):** After the EIS forms are given out the committee will look at the Membership Strategy and promoting a membership to the shop for £10.00. Victoria has looked at the Metfield Community Stores website. It has a drop down link to “membership” and this is something that could be adapted to our website when the time comes.
6. **Staff Assessments:** These have now all been completed.
7. **Retail Sales and Wholesale Suppliers:** Natalie reported that the P&H snacks direct are now cancelled, thus consolidating the number of suppliers that the girls have to deal with. The Coffee machine has been returned and we are now able to produce and sell Large and Regular drinks again. Natalie also mentioned she had looked at more summer produce eg. Coleslaw, potato salads and dairy products. These can be on a sale or return through P&H and she will report back at the next meeting. Thank you Natalie. A discussion on cakes followed. It was agreed that the new cakes were ‘nice’ but it was the quantity and the art of managing to get 12 equal slices out of the foil trays plus the prices have still not been fixed by Angie. We are to discuss this with Angie and see if she can come up with a solution. Jo has sourced a new **fruit and veg** supplier from the farm shop nr Dereham. This is mainly local produce brought in up to 3 times weekly and its sale or return. The supplier will provide their own outdoor stand and is happy for us to continue with our regular suppliers of asparagus, strawberries and new potatoes. It was voted YES to try out and Jo will take this forward. We could have the produce as early as Saturday 23rd May. Jo also reported that she had looked into **pet food** and trialling new lines. Chicken feed was going

well and she has found another new supplier who will let us have a minimum order of £50 as opposed to our current supplier whose minimum order is £125. With a £50 minimum order we can try new lines and not have to store lots of stock. Jo is going to get the information and present it at the next meeting. – Thank you Jo. Natalie and Cath went to their retail training day and fed back some of the ideas for visual merchandising and improving sales. A lot of the ideas given are already in practice in the shop but we would like to introduce wheelie baskets for our less able shoppers. Natalie will price these up.

- 8. Grants:** (See Appendix i.) The Big Lottery will not transfer any money to the shop until the new bank accounts are set up specifically for “the Big Lottery”. Victoria informed the committee that, as a business, we are monitored from when we have the 4th member of staff. With regard to the 4th member of staff we have drafted the advertisement – minor changes were discussed, as it has to be approved by the Big Lottery, as is the recruitment process. (See Appendix ii.) They will then give us the first instalment of the grant in arrears but we have enough money to initially cover the 4th staff member. The monitoring process is arduous and there are many requirements that we must meet. One thing to bear in mind is that we will need to hand out feedback forms at events and possibly an annual questionnaire. More discussion is needed. Well done Vix.
- 9. Volunteers:** We would like to welcome Maureen Bound to the fold of volunteers. The party invitations are being given out for the 4th of July for the Annual Volunteers Party.
- 10. Publicity & Events:** It was a disappointing page 4 piece in conjunction with other recipients about our lottery funding in the EDP on the 12th May. There was more in the Mercury but no picture. Robert and Pete are hoping to meet EDP journalist in June for a better story and pictures. Victoria has updated the website and Simon Best has uploaded the past minutes. The newsletter is in its draft form and includes information about the monthly “deep cleans” on a Sunday afternoon, so hopefully volunteers will come forward for this.
- 11. Website, IT and EPOS:** Andrew Roebuck and Shirley Colenutt are at the point of being able to pass over the alcohol information to Natalie. Natalie requested a direct contact for the EPOS system as Jo reported that the Fruit and Veg screen was frozen and they wanted to update it. A new set of Microsoft Office professional needs to be purchased for the shop computer.
- 12. Repairs, Renewals and Maintenance:** Elaine has finished painting the outside wall at the back of the shop. The Johnsons are also returning the window frames to their original wood. They have the tiles to put in the toilet.
- 13. Input from the floor/ AOB :** HUGE congratulation to Inga and Michael Hinsley and James Thacker for completing the Boudicca 100, 40 miles on Sunday 17th May and Victoria and Pete for their 100 miles. The sponsorship forms were in the shop and the total amount will be announced in the near future. All the proceeds will go towards fixtures for inside and outside the shop.

The next meeting will be at The Pavilion, Green Lane, on Wednesday 3rd June 2015 at 7.30pm
The meeting closed at 21.48

Appendix i

20th May 2015

GRANTS

Grant agreement for BL sent.

Equality and demographic documents need to be completed, and I delayed the induction call until today, and shall report back on this. The wording for the staff post has been brilliantly refined by JS. This needs to go out as soon as I have approval from BL. Where to? Website, Newsletter, on the board somewhere and a brief line or two in EDP?

VOLUNTEERS

Another volunteer gained, hooray. We really do need some more, this week with Barbara's Day and the previous weekend it has been tricky. Any ideas how to go about this? We need to round up a few happy to work in the summer hols as well, when people are away. I intend to put an inspirational bit on the website about the volunteers.

There was a volunteer mistake I needed to mention too...

Volunteer party invites ready to go out, I may even have delivered them by this point.

PUBLICITY

I have updated the website (finally, sorry it took me ages), and will add some more bits to the menu, anyone have any suggestions for what they would like to see?

Delayed in getting a version of the leaflet to AR, as my Dropbox is full. Sorry.

Newsletter in progress, just awaiting the final dates of events.

A most brief bit in the EDP last week, but at least it was page 4. And something more meaty in the Mercury. Any more to suggest we approach, and RG met with EDP reporter...

Many thanks to Shirley's excellent piece out to the local magazines,

All the events coming up (many thanks to Michelle's ideas and organisation), will be promoted in the newsletter, can we get them out elsewhere and boost the profile of the shop?

VEM

CIII

Appendix ii

Job description

Part- Time Manager 20hrs per week

£7 - £7.65 per hour.

Rocklands Community Shop is a small rural shop, cafe and post office situated between Attleborough and Watton. We now require an enthusiastic and energetic person to join a team of paid managers and volunteer staff. The successful applicant will be organised, have experience in sales and be customer service orientated. He/She will also be self motivated, able to work steadily and without supervision, have good numeracy skills and pay attention to detail. Full training for the post office will be given.

The job involves lifting and carrying so a reasonable level of fitness is required. It is also in a rural position so own transport is essential.

The position is for 20hrs per week part time. The shop is open 7 days a week and applicants must be flexible in their working hours. Weekend working will be required at times as would be the necessity to cover holiday and sickness.

Person Specification

Essential

Good general health as the position involves lifting and carrying

Good Standard of Maths and English (Educated to GCSE 'O' level or equivalent)

Computer Literate – knowledge of Outlook, Excel Spreadsheets

Organisational Skills

Personable with good customer service and telephone skills

Have discretion – dealing with personal and confidential information

Flexible in their approach to working hours

Pro active work ethic, with the ability to work as part of a team but take direction when necessary

Own transport

Desirable

Food Hygiene certificates

Retail and/or Post Office experience

Please send a CV with a covering letter to -

The Chair, Rocklands Community Shop, 52 The Street, Rockland All Saints, Attleborough NR17

1TP

Or via e mail to –

info@rocklandscommunityshop.co.uk

Applications close on Monday 5th June 2015 with interviews to be held w/c 8th June 2015

This position is funded by a grant from “The Big Lottery – Reaching Communities” fund

