

Volunteering Activity Skills Review

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Organisation: SAUWS Free Shop

Dates	Activity	Skills	Reflection
2015 September, 23 rd	Induction <ul style="list-style-type: none"> Of what the SAUWS Free Shop does and intend to achieve How to interact with students looking around the shop Stock room organisation <ul style="list-style-type: none"> Separating books into different subjects Weighed the books of the different subject areas 	Problem solving / Decision – making skills Planning and Organisation Adaptability / Flexibility Creativity / Initiative Personal Development Enthusiasm / Motivation Strategy Verbal Communication	<p>On first entry to the Free Shop, I noticed the split into 2 distinct sections which gave a different feel of “work” and “relax” depending on which side of the hub you were in.</p> <p>I was then given the introduction of what the Free Shop was going to be mainly used for and how I would interact with students – welcoming them, explaining very briefly about the Free Shop and telling them what they had to do to take out an item.</p> <p>I felt the shop was a very clever idea because it took a fair bit of stress away from new and Erasmus students especially, of having to buy (mainly) household items that can't be taken away when they leave so essentially, a waste of money.</p>
2015 October, 1 st	Stock room organisation <ul style="list-style-type: none"> Store room tidied Store room organised 	Problem solving / Decision – making skills Planning and Organisation Adaptability / Flexibility Creativity / Initiative Enthusiasm / Motivation Strategy	<p>The next week I came, Naomi and Gamika assigned me with the task of organising and tidying the store room. It was mainly crockery that had to be organised so I went with a methodical way of setting the shelves so plates were on the bottom, and working your way up, smaller plates, then bowls and cups.</p> <p>It was very satisfying after the 2 hours because just with reorganising and stacking, a lot of space was cleared up and it was easier to navigate and locate items in the storage room.</p>

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2015 October, 8 th	Stock room organisation <ul style="list-style-type: none"> • Store room tidied • Store room organised 	Problem solving / Decision – making skills Planning and Organisation Adaptability / Flexibility Creativity / Initiative Enthusiasm / Motivation Strategy	I didn't fully complete the task last week, so I finished off the job this week with the addition of breaking down boxes which cleared even more space. Afterwards, I went out to the front and looked after the shop for a while. Interacting with students was pleasant and some of the students recognised me as a student guide which was pleasing because I was hoping with the combination of the student guide and volunteering here, students would relax after recognise me and having a chat with me which would make them more comfortable chatting with other people.
2015 October, 15 th	Stock room organisation <ul style="list-style-type: none"> • Stacked shelves • Weighed clothes • Separated and counted clothes 	Problem solving / Decision – making skills Planning and Organisation Adaptability / Flexibility Creativity / Initiative Enthusiasm / Motivation Strategy	I was at the library earlier this week and I had an unexpected interaction with a girl who recognised me volunteering at the Free Shop and had joined herself – Marion – and the small exchange we had positive impact on me since it was what I hoped and intended before starting volunteering.
2015 October, 22 nd	Stock room organisation <ul style="list-style-type: none"> • Stacked shelves • Weighed clothes • Separated and counted clothes 	Problem solving / Decision – making skills Planning and Organisation Adaptability / Flexibility Creativity / Initiative	This week I worked with Joaquin – another volunteer whom I knew since he was in the same accommodation as me - in separating, sorting and counting clothes and working with a friend definitely made the time go by faster and more enjoyable.

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		Enthusiasm / Motivation Strategy	
2015, October, 26 th	Shop keeping <ul style="list-style-type: none"> Looked after shop while Naomi and Gamika were at a meeting 	Teamwork Adaptability / Flexibility Verbal Communication	This was the first time meeting all the volunteer members of the Free Shop and I had known some of them before since they lived at the same accommodation as I did – MyPad – and it was nice meeting the rest of the crew and making new friends in the process.
2015, November, 5 th	Assisting with media and communications for the Sustainability Hub <ul style="list-style-type: none"> Putting up and taking down posters Collecting empty folders from the Finance office Collecting bins from F353 	Problem solving / Decision-making skills Planning and Organisation Adaptability / Flexibility Creativity / Initiative Commercial Awareness Strategy	For this week, Naomi gave me a small list of jobs and I went with Joaquin for extra help. Since I had already been here for 1 year and being a Student Guide helped as well, I knew locations where lots of students passed through every-day although 10 minutes into the task, it was quite amusing how Joaquin suddenly realised that he was supposed to have a class in the time he had been volunteering. Collecting the bins from F353 was an annoying task because I had been around that area before but had never seen that room before and it didn't help that the room numbers didn't add up so wandering around the same area for 10 minutes was frustrating.
2015, November, 12 th	Documentation <ul style="list-style-type: none"> Working through and completing the Volunteer documents 	Written Communication Presentation Skills Personal Development Verbal Communication	It was quite a big task reflecting on the activities I had done throughout the past weeks but now after completing it, I feel it will be quite nice to look back after some time and reminisce what I had done in the Free Shop.

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2015, November, 23 rd	Social Media Promotion <ul style="list-style-type: none"> Talking with Caitlyn about setting up the SAUWS Facebook page 	Problem solving / Decision-making skills Planning and Organisation Teamwork Written Communication Adaptability / Flexibility Creativity / Initiative Commercial Awareness Enthusiasm / Motivation Technical Ability Leadership Strategy Verbal Communication	<p>I had emailed Naomi earlier expressing my interest in making the Facebook page and so she said that I can speak with Caitlyn when she's there. Naomi introduced me to the Facebook group. I took a look around the Facebook group and after a while, I expressed my concerns about the group being a group, not a page and therefore not being able to put across as much information.</p> <p>I asked Naomi and Caitlyn what kind of activities or groups are associated with the Free Shop and they gave me a few leaflets containing all the information. I then asked for the logos representing each because I have an idea of making the cover photo able to immediately show which activities and groups the Free Shop is associated with.</p> <p>I have yet to come up with the cover photo idea and make it with Photoshop, then afterwards, I can cut down the description and then make the rest of the page; after making the page, I will invite the current group members to like the Free Shop page.</p>
2015, November, 26 th	Documentation <ul style="list-style-type: none"> Polishing up some Volunteer documents 	Written Communication Presentation Skills Personal Development Verbal Communication	<p>Today was just polishing up several of the documents; I had to add some extras which involved personal reflection.</p>

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<u>Skill</u>	<u>Description</u>	Rate confidence 1-5 where 5 = high	
		Before	After
Analysis/research skills	I am able to relate and compare data from different sources, identify issues, find relevant information and identify relationships	4	5
Problem solving/Decision-making skills	I am able to make informed decisions that enable me to identify the most appropriate way to overcome a problem	5	5
Planning and Organisation	I am able to establish a course of action for myself and/or others to accomplish a specific goal. I can plan for , and allocate, resources effectively	5	5
Teamwork	I build and develop appropriate relationships with academic staff, peers, colleagues and people within an organisation	5	5
Written Communication	I am able to write well-constructed, well presented essays, reports and letters for a variety of audiences	5	5
Presentation Skills	I am able to present ideas and information clearly, concisely and appropriately to an audience using an appropriate technology	4	5
Adaptability/Flexibility	I am able to anticipate and handle change and maintain effectiveness in a changing environment	4	5

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Creativity/Initiative	I can support, or start, a new project and have the ability to come up with new ideas or make changes to the standard way of doing things taking into consideration best practice	5	5
Personal Development	I maintain an up-to-date persona development plan and understand the importance of actively reviewing and maintaining this in order to set appropriate goals	5	5
Commercial Awareness	I am able to understand the economics of a business from both the organisation and the customer's perspective. I can relate this to the wider business world	3	4
Enthusiasm/Motivation	I am able to understand the economics of a business from both the organisation and the customer's perspective. I can relate this to the wider business world	4	4
Technical Ability	I maintain up to date knowledge of key trends in technology and have experience of using modern technology	4	4
Leadership	I am able to lead, motivate and manage a team	4	5
Strategy	I am able to think strategically to meet organisational objectives	4	4
Verbal Communication	Being able to speak louder, pronounce words more clearly and not trip over sentences when speaking quickly	3	4

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