

Thurrock Council volunteer role description

Library Events Volunteer

Supported by	Area Manager, Thurrock Library Service
Role summary	To support library staff in preparation and delivery of events within libraries/hubs events aimed at families, children and adults.
Location	Thurrock Libraries
How to apply	Complete the application form at www.thurrock.gov.uk/volunteering

Tasks and responsibilities

- To contribute to the smooth running of an event through the delivery of allocated tasks
- Collaborating alongside staff to contribute and offer ideas to enhance future library events
- Where required directing specific enquiries to library staff
- Encouraging a relaxed and positive atmosphere so that visitors feel comfortable during events
- To maintain awareness of and commitment to the Council's Equal Opportunities Policy in relation to both employment and service delivery
- To ensure a good standard of customer care is maintained
- To ensure that reasonable care is taken at all times for the health, safety and welfare of you as the individual as well as the public and to comply with policies and procedures relating to health and safety within the council

Skills and experience

- Good organisational skills
- An understanding if and interest in the importance of relevance of libraries today for educational, leisure and social purposes
- A friendly, enthusiastic personality with a positive desire to engage with all visitors
- Effective verbal communication skills
- Self motivated and capable of taking initiative if necessary
- Self-confident and able to deal effectively with customer enquiries, referring them on as necessary to library staff.

Time commitment

- As and when Library events are scheduled, communicated in advance

Support you will get

We will:

- reimburse expenses, as agreed
- provide induction training
- provide on-going support and guidance

This role does require a Disclosure and Barring Service (DBS) check.