

# Thurrock Council volunteer role description

## Library and community hub self-service volunteer

<b>Supported by</b>	Library staff or other partners
<b>Role summary</b>	Assisting and supporting customers with self-service at libraries and community hubs.
<b>Location</b>	Various libraries and community hubs across the borough, to be agreed in advance.
<b>How to apply</b>	Complete the application form at <a href="http://www.thurrock.gov.uk/volunteering">www.thurrock.gov.uk/volunteering</a>

### Tasks and responsibilities

You will be expected to:

- welcome customers and respond to basic enquiries
- contact other libraries that are open for advice on complex enquiries and library membership
- work with and signpost self-service partners
- support customers of all ages to borrow, renew and return library items
- assist with printing
- assist with making payments using self-service kiosks
- assist with library shelving
- help customers access computers in the library
- respect customer confidentiality

### Skills and experience

You must have:

- an appropriate level of customer service experience
- good communications skills
- basic ICT skills

### Time commitment

To be agreed in advance. Once days and times are agreed, it's preferable to be available at the same time each week.

### Support you will get

We will:

- provide induction training
- provide support
- provide opportunities to train with some self-service partners

**This role does not require a Disclosure and Barring Service (DBS) check.**