[Insert name of council]

**Role specification**

Job title: **Volunteer Library Assistant/Community Centre volunteer**

Department: Libraries

Site(s): [insert name of libraries]

Responsible to: [insert title of role]

**Role purpose**

To assist with the day to day running of the community library at [insert name of location(s)] ensuring that the service is customer focused and of highest quality. Volunteers are responsible for the facility when there are no library staff available.

**Main activities**

* To issue and return or renew library stock
* To engage with customers and encourage customers to take up of all self service platforms
* To lead/participate in events activities for children and adults, and promotional events
* To promote and deliver the [insert name of reading scheme] to the junior library users
* To deal with difficult customers in a calm and effective manner and try to resolve problems.
* To empty book return bins for discharge and shelve stock
* To ensure that stock is tidy and well presented/displayed
* Provide refreshments for sale to [insert name of CML] users and support the charities fundraising activities
* Support [insert name of CML]’s daily running e.g. empty bins, water plants and general house-keeping and maintenance
* Assist with room bookings
* To assist in moving boxes, crates, skips and deal with deliveries
* To reach out into the community and promote services and activities to non users, internal / external partners, community groups and businesses
* To signpost users to other council services
* To ensure the highest levels of customer care and that the service is fair and  accessible to all
* To comply with the Data Protection Act 1998
* To ensure compliance with [insert name of council] Council’s Equalities and Diversity policies and strategies
* To ensure compliance to all Health and Safety policies are maintained. The above duties are neither exclusive nor exhaustive and the volunteer may be  required to carry out such other appropriate duties as may be required.

**Benefits of the role**

The volunteer will be given the opportunity to improve their customer service skills and to also improve their communication skills. This role will give the volunteer the chance to develop or gain problem solving skills. The volunteer will also be able to interact with a wide range of people.

Travel expenses will be reimbursed.

We will provide training relevant and support for the role, this includes customer service, health and safety and data protection training using the council’s online Training system, courses include:

* Data Protection Act 1998
* Customer care
* Health, Safety, Wellbeing Awareness
* Equalities and diversity
* Safeguarding children
* Safeguarding Vulnerable Adults
* Shelving and tidying in public libraries

Further training opportunities may be available including: [insert name of further training opportunities]

After passing the 3 month probationary period the volunteer offer includes:

* 4 months FREE library music subscription
* 6 months FREE library internet access

We will also provide a reference after you have been volunteering with us for 3 months.

The chair of [insert name of CML] is also willing to provide additional references based on satisfactory performance in the role.