

## Havering Library Service – Volunteer role

<b>Title of role</b>
<b>Meeter and Greeter</b>
<b>Purpose of role</b>
To welcome people coming into the library and be the first point of contact for Library customers.
<b>Main activities/tasks</b>
<ul style="list-style-type: none"> <li>• Help people find their way around the library</li> <li>• Assist customers to find information they need, online or in hard copy form</li> <li>• Promote and support people with using the self-service terminals</li> <li>• Assist with any questions or enquiries that people may have</li> <li>• Help direct people to any materials or facilities they are looking for</li> <li>• Any other associated tasks from time to time to be agreed</li> <li>• Offer a flexible and responsive service to Library users, alongside library staff</li> </ul>
<b>Skills and Experience required / desired</b>
<ul style="list-style-type: none"> <li>• Good communication and listening skills</li> <li>• A basic understanding of how the Library Service operates, either in general terms or in the candidate's personal experience.</li> <li>• Awareness of Health and Safety issues</li> <li>• Patience to support people who are learning something new</li> <li>• Be flexible and able to help on a regular basis</li> <li>• Ability to work without supervision</li> <li>• Reliable and responsible</li> </ul>

<b>What's in it for me?</b>
<ul style="list-style-type: none"> <li>• Demonstrate or boost communication skills and confidence</li> <li>• Training and experience which may help you to gain employment in the future</li> <li>• Valuable experience to put on your CV</li> <li>• Inspire others and put your skills to good use</li> <li>• The opportunity to meet new people and work as a team</li> </ul>
<b>Training</b>
A comprehensive induction with on-going training and support will be provided. Support available will include the opportunity to shadow and observe colleagues in the role.
<b>Availability / Commitment</b>
This role can be carried out at a flexible time to suit you during library opening hours. We ask for a minimum commitment of 3 hours per week and if possible, commit to specific session times but are open to negotiation in exceptional circumstances.
<b>Location</b>
This opportunity is available at the larger Libraries in the Borough including Romford, Upminster, Hornchurch, Rainham and Harold Hill.
<b>Main point of contact/supervisor</b>
Relevant Library Manager
<b>Other information</b>
<p>If the volunteer is comfortable and happy to do so, there may be times when the volunteer is asked to cover other volunteering roles. This will be discussed with volunteers prior to the start date.</p> <p>All volunteers are required to undergo a Disclosure &amp; Barring Service check, formerly CRB check (which the Council would arrange), and to provide references.</p>