Hillingdon Library Service

Volunteer Role Profile

Event Support Volunteer

Hillingdon Libraries runs a range of events in libraries aimed at different audiences. The aims of these sessions are to:

- attract the widest range of library users and non-users to events
- promote the library as a community space
- Promote reading and related activities
- celebrate our community and its diversity

Responsibilities

This is a supporting role, providing additional help at adult events held at pre-arranged times, including:

- to help set up the venue before the event
- to help prepare and share supporting materials where needed
- welcome and assist residents attending the session, including directing them to seating
- to prepare and serve refreshments if required
- to record attendance numbers
- to hand out and collect evaluation forms if required
- to help clear away at the end of the session
- to promote library services and encourage library membership

Direct Report

- Events & Promotions Officer, Library Manager or Assistant Library Manager would oversee your work. On the day, you will report to the staff member leading the activity or event

When would I be needed?

- Events take place during the day, in the evening, and occasionally at weekends. Please tell us on your application if you are only available on certain days or times

Skills and attributes required for this role

- You must be able to relate well to others; this includes individuals of all ages.
- You must have a passion for developing activities and supporting community events
- You must have good communication and basic organisational skills
- You must feel confident engaging with a diverse range of people
- You are reliable, approachable, and enthusiastic
- You are happy to help with a variety of tasks

Potential outcomes for the volunteer

- Experience of working with residents
- Develop skills in teamwork, communication, and customer care
- Learn how library services work and their role in developing services
- Training and support relevant to the role