

VOLUNTEER ROLE DESCRIPTION

Supporting Others Volunteer Role

Customer Service Champion

This role involves providing help with Library stock, mainly putting returned items back on the shelves in the correct order, so that they can be borrowed again. When out on the Library floor, customers may ask you for help or information. This role also involves assisting customers with the self-service machines.

You will also be ideally placed to act as an ambassador, promoting wider Council services, including volunteering opportunities within the service.

This opportunity will suit someone who:

- Is flexible and able to help on a regular basis.
- Has good IT skills.
- Is able and confident putting items into alphabetical and numerical order.
- Is able and confident to talk to staff, volunteers and customers.
- Has the ability to work without supervision.
- Is confident in assisting customers using the self-service machines.
- Is able assist customers with basic library / Council enquiries.
- Has the ability to provide basic support to customers using the public access computers.
- Willing and able to follow service guidelines, policies and procedures.

The training programme for this role includes:

- Site Induction including Basic Health & Safety
- Customer care
- Using self-serve machine
- Preparing and supporting or running an activity
- Equip you with skills that will enhance your opportunities for future employment.

We require all volunteers to attend training. This may be delivered in a range of ways including attending organised training sessions, work shadowing and through supervision. Training may be delivered at a range of venues.

Want to know more?

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You can register your interest online at www.wigan.gov.uk/libraryvolunteerform, or you can email us at lcv@wigan.gov.uk.