

VOLUNTEER ROLE DESCRIPTION

Supporting Others Volunteer Role

Friendly Face Champion

Our libraries and Life Centres are 'friendly spaces' and welcome a wide range of people. To help make visiting these buildings as welcoming as possible, we are looking for Friendly Face Champions: could you be the friendly face in one of our friendly spaces?

This role involves meeting and greeting people when they come into our libraries and Life Centres, directing customers to people who can help them, or showing them how to use self-service, to reduce waiting times and improve the customer experience.

You may be helping signpost customers to other services or partners, as well as helping them to sign up for MyAccount, or use self-service computers to find the information they need. You will also be ideally placed to act as an ambassador, promoting wider Council services, including volunteering opportunities.

This opportunity will suit someone who:

- Has good IT skills.
- Is able and confident to talk to customers, staff, and other volunteers.
- 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 support to customers using the public access computers, including setting up email accounts.
- 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
- 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?

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