



# Volunteer Role Description

## Hospitality Volunteer

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### What is a Hospitality Volunteer?

A Hospitality Volunteer helps the Library Service by assisting library staff at a variety of events.

### What's in it for you?

- Gain experience of working with different age groups
- Volunteering as part of a team in a fun and dynamic environment
- Gain experience of customer service/care

### What's involved?

With guidance from library staff, the volunteer will:

- Prepare refreshments for events
- Meet and greet customers
- Set out rooms ready for event
- Act as an extra pair of hands at events
- Work with library staff to identify promotional opportunities
- Encourage reading and use of other facilities within their local library
- Promote membership of Warwickshire Library and Information Service

### This role will suit people who

- Have the ability to communicate effectively, verbally and in writing, with library staff, other volunteers and members of the public
- Have a basic understanding of how the Library Service operates, either in general terms or from personal experience
- Have the ability to communicate and engage with people of all ages, races, cultures and abilities
- Are a reliable, confident and responsible individual, with enthusiasm and effective interpersonal skills
- Have the ability to cope with the duties and responsibilities of the role and the associated environment, including an understanding of health and safety
- Have a patient and approachable manner
- Are able follow guidelines/instructions

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## Extra information

<b>Your place</b>	Specific library
<b>Time commitment</b>	Variable depending upon events
<b>Volunteer Coordinator</b>	Specific role nominated within the library TBC
<b>Training/Resources</b>	You will receive a 2 hour Induction prior to starting your volunteering. Upon completion of this you will be provided with corporate volunteering wear and an identification card.

## About Warwickshire Library & Information Service

The Library and Information Service is a vital community resource available to everyone whatever their age, tastes, needs and interests. Our libraries are comfortable welcoming places open throughout the week and weekends, with our mobile libraries taking much needed resources to rural and urban areas.

Our aim is to develop a service for the 21<sup>st</sup> century, which offers the people of Warwickshire, libraries that they value and use on a regular basis. Reading and learning, lending and reference along with online services will be at the core of what we offer and our libraries will become centres of excellence and remain at the heart of the local community. We will be the “front door” for local council and community services countywide.