

# Hillingdon Library Service

## Volunteer Role Profile

### English Conversation Volunteer

The library service 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 role where you will be supporting other residents with their English language.

- to help set up the venue before the event
- to help prepare and distribute multiple copies of supporting materials if necessary
- to assist residents arriving for the session.
- to record the numbers of people attending events
- to distribute and collect event evaluation forms as needed
- to help with clearing away at the end of the session
- to promote library services and encourage library membership.

### Direct report:

Library Manager or Assistant Library Manager would oversee your work. Generally, you would report to the person in charge on the day.

### 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 hosting events within communities.
- You must have good communication and organisational skills and be able to engage with a range of diverse individuals.
- You are responsible, confident, dependable and enthusiastic.
- You are happy to lend a hand to most things.

### Potential outcomes for the volunteer

- The volunteer will gain experience of working with residents
- Developing skills in working as a team, communication and customer care
- The volunteer will gain an understanding of how library services work and the role they can play in developing services
- The volunteer will receive any training necessary
- After an agreed period of volunteering, the library service will provide the volunteer with a reference.