



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Volunteer Development / Coordinator	Role Profile Number: LI00016
Grade: M Salary:	Date Prepared: March 2018
Directorate/Group: Delivery / Libraries and Information service	Reporting to: Development and Innovation manager Learning, Health Literacy and Culture
Structure Chart attached:	No

Job Purpose

- As part of the Library and Information service Development team- Learning, Health Literacy and Culture, work with all staff to ensure the development and delivery of a high quality sustainable service as outlined by council members and which meets the needs of residents. This will include the transition of the library service to the agreed delivery model
- The Volunteer development / coordinator is responsible for the development, recruitment, and oversight of Swindon Library volunteers in Core Libraries.
- Work with the Delivery team to help establish Friends Groups in Core Libraries and support them in the recruitment of Friends to their groups
- Responsible for the Home Library Service, co-ordinating routes and recruitment of volunteers to deliver the service
- Encourage volunteer participation in the delivery of library services
- Develop volunteering opportunities within the Core Libraries
- To be responsible for ensuring volunteer activities are delivered in line with the library service business plan.

Key Accountabilities

- To recruit, train, and oversee Swindon Library Service volunteers
- To promote volunteer opportunities with Swindon Libraries via social media, volunteering website, and other appropriate promotional/marketing opportunities e.g. local publications
- To hold regular volunteer events to allow the public the opportunity to find out more about volunteering with the Library Service
- To work with Library Supervisors to ensure a sufficient number of volunteers are available at each site for the duties required
- To develop and maintain appropriate volunteer role profiles to meet service needs and to assess the

roles on an ongoing basis as service requirements change

- Coordinate volunteer coffee mornings and develop reward and recognition systems for volunteers to recognise their contribution to the Service
- To develop Friends Groups for the core libraries and liaise with Library supervisors
- To deal with enquiries and complaints in a timely manner, referring to the line-manager as appropriate
- General administrative duties including maintaining collection and interpretation of Management Information, data entry, dealing with correspondence, answering calls etc.

Home Library Service (HLS)

- To carry out initial client assessments to evaluate their suitability for the HLS
- To develop appropriate delivery routes rotas to cover Home library service routes
- To ensure HLS volunteer access at the core sites to select and return materials
- To promote and market the service
- Ensure HLS volunteers comply with associated library standards, policies and procedures e.g. Health & Safety, Data Protection, safeguarding
- Manage the Home Library service budget, monitor and report variations in income and expenditure

Supplementary Accountabilities

- Attend appropriate local events/meetings and community forums to promote volunteer opportunities
- Maintain awareness of new developments in library volunteer provision, both regionally and nationally, and how this can help inform local delivery
- Work closely with library colleagues to develop new ways of service delivery involving community groups and volunteers
- To contribute to corporate and service priorities and objectives, undertaking cross Council duties as appropriate and directed
- To develop internal and external partnerships, and represent the library service both internally and externally
- To take part in projects, cross library service or corporate working groups as required. To act as project manager as required
- To strive for excellence and monitor performance, establishing local performance indicators as necessary, taking into account any agreed standards and user needs, analysing performance, setting and monitoring targets and identifying action for continuous improvement
- To actively engage in effective team building and to support the work of other team members
- To ensure effective recruitment and deployment of volunteers
- To ensure all procedures with regard to areas of responsibility are communicated to staff and customers
- To work and review personal work objectives, priorities and performance targets and develop a personal development plan with line manager
- To undertake such other duties as may be required from time to time commensurate with the level

of the post.

- To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act, Data Protection Act and safeguarding
- To identify own training needs and develop an agreed schedule of personal development to meet own training needs

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas and will be required to provide evidence of this:

- Experience within the voluntary sector and/or public library services
- Ability to create a rapport with people from all backgrounds and in a variety of settings
- Appreciates community/volunteer involvement in public libraries and the potential for working in new ways
- Excellent communication skills
- Excellent IT skills and proven use of Microsoft office packages and internet/ email
- Creativity in problem solving
- Strong organisational skills
- Evidence of team work - collaborating and supporting

Qualifications

- Good general level of education with a minimum of 5 GCSEs or equivalent

<ul style="list-style-type: none">• <u>Job Scope</u>• Number and types of jobs managed• Typical tasks supervised/allocated to others	<ul style="list-style-type: none">• Budget Holder• Responsibility • Asset Responsibility:	<ul style="list-style-type: none">• No• .
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Contacts and Relationships *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

Library staff, library management, councillors, other council departments (eg. Finance and Human Resources), community groups, parish councils, existing and potential library users etc
Verbal communication including with library users, the general public, colleagues at other libraries, community meetings, parish council meetings etc.

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role (working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	