

# Solihull Libraries

## Volunteering



## Children's Activities Volunteer

### Purpose

To support staff in the provision of children's activities.

### Duties/What's involved?

- Help to meet and greet members of the public at children's and family events and take tickets, answer queries and give directions.
- Promote library services and events, for example handing out leaflets and collecting evaluation forms.
- Help with preparing the space in which the activity is taking place, serving refreshments and clearing up after events.
- Help to prepare materials and setting up for craft activities.
- Assisting with craft activities for children.

### Skills and experience

We do not require volunteers to have special skills or experience, but this role would suit someone who has the following qualities:

- Have a courteous, calm approach to the public and enjoy dealing with people, especially children.
- Punctual and reliable.
- Ability to work alone or in a team
- Supportive of the library in its commitment to making the service accessible and welcoming
- All applicants will be required to agree to an enhanced check with the DBS (Disclosure & Barring Service) – there is no cost to individuals

Please note this is not usually a physically active role, but it may involve moving library furniture at times.

### Personal Development Opportunities

- Meet new people and engage with your local community
- Gain confidence working in a busy environment
- Inspire others and put your skills to good use

### Training and support

All volunteers undertake a welcome and induction session. Support and training is provided, relevant to the volunteer role.

### Time commitment

A firm commitment to attend planned activities is required.

### Location and supervision

Location – Various libraries.

Supervision – Library Manager or senior staff on duty.

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All volunteers are expected to commit to the following:

### Safeguarding

Solihull Council is committed to keeping children, young people and vulnerable adults safe. The volunteer is responsible for promoting and safeguarding the welfare of the children, young people and vulnerable adults for whom she/he is responsible or comes into contact with.

### Health and safety

Health and safety laws require all volunteers to help the Council maintain and improve health and safety standards. This means that the volunteer must take reasonable care of his/her own and others' health and safety and co-operate with any reasonable request to support the Council, managers, employees and other volunteers, in meeting their health and safety legal responsibilities. All duties and responsibilities must be carried out in line with the Council's Corporate Health and Safety Policy and any local safety procedures.

### Equal opportunities

Solihull council is committed to Equal Opportunities and expects all staff and volunteers to recognise and value differences and to treat everyone with dignity and respect.

### Core Behaviours

**Excellence** - With enthusiasm, you work to deliver a high quality service to meet customer, organisational and personal expectations. You adopt a 'can do' attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers.

**Simplicity** - You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all.

**Trust and Respect** - You are aware of your impact on others including confidentiality. You value openness and listen carefully to understand the views of others. You promote the values of diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect.

**Working Together** - You work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or the communities we serve.

**Responsibility** - You take ownership for your work and you use your initiative to deliver. You are accountable for your own performance and development and you take responsibility for your actions and decisions.