

Manager & Volunteer Coordinator

At The Mercury Library and Community Hub, Hamble le Rice

Hours: flexible

In this voluntary role, you will take charge of day to day running of The Mercury and provide advice and support to volunteer staff. You will organise the maintenance of book stock, recruit volunteers. You will also oversee and contribute to the continued development and improvement of the services provided.

With background in a customer focused environment you will have a track record of successful delivery of a public or other service. You will have excellent organisational skills and be able to prioritise and supervise work of others whilst ensuring continuous service to customers. You will be comfortable with using a variety of IT packages and be able to communicate efficiently and confidently with customers, staff and external partners alike.

Job Purpose:

To provide book borrowing, outreach and community services, supervising team of volunteers.

Role Responsibilities:

People management

- Organise the work of volunteers, developing ways of working to achieve a team capable of delivering a high standard of service to customers
- Organise the recruitment and selection process for volunteers including liaison with voluntary organisations and groups and DBS checking
- Organise the induction and training of volunteers especially in areas of customer service, including enquiry skills and books knowledge, and health and safety e.g. manual handling techniques
- Manage and allocate the work of volunteers to ensure a good level of service for the customer and also maintain the welfare and satisfaction levels of the volunteer
- Manage performance of volunteers, including attendance management, training and development

Service

- Take charge of day to day running of The Mercury Hub and provide advice and support to volunteers

- Liaise with new customers,

- Promote the service to potential customers

Ensure outreach service providers are supported

- Working with line Manager and community use committee to contribute to the service development plan to achieve continuous improvement and a consistent or increased level of use

Administration

- Deal with general enquiries about the service

- Maintain records related to risk assessment and a safe working environment

- Maintain volunteer records and process claims for expenses

- Maintain performance and development records

- Maintain awareness of and comply with Hamble Parish Council policies and apply them in the managing and delivery of services in order to ensure the service meets its legal and statutory obligations

Role Requirements:

Essential Qualifications, Knowledge, Skills and Experience:

- Good general education (GCSEs or equivalent)

- Proven and recent work experience within a customer service environment

- Ability to demonstrate experience of successful delivery of a public or other customer focused service

- Ability to communicate clearly in writing and orally

- Excellent organisational skills

- Ability to work under pressure and prioritise tasks

- ICT skills allowing use of word, excel and email

- Ability to cope with physical element of the job

Desirable, Knowledge, Skills and Experience:

- Experience of working with volunteers

- Sound knowledge and experience of Health & Safety requirements

Working Conditions:

The following section provides an outline of the working conditions that may be encountered in this role.

- Manual handling of objects up to 10 kg weekly

- Display screen equipment user