

West Ealing Community Library (WECL)

WECL Volunteer Manager (part-time) Role Description



Location: West Ealing Community Library, Melbourne Avenue, West Ealing W13 9BT

Hours: Up to 16 hours per week (flexible scheduling, including occasional evenings/weekends)

Salary: £30,000 pro rata

Contract Type: Fixed term: One-year renewable (NB this role is subject to securing ongoing funding)

West Ealing Community Library (WECL) is a community library run by volunteers to support the diverse communities of West Ealing. Our aim is to provide a place of welcome where people can access books, computers/printing, the internet and basic IT help and support. A place where people can find information, attend an event or activity, rent a space and volunteer. Currently the Library relies entirely on a dedicated team of volunteers. WECL is currently managed by the West Ealing Community (WEC) CIC which has developed a multi-year business plan for WECL. The first phase of the business plan requires that a paid part-time Volunteer Coordinator be recruited if the library is to expand opening hours, recruit and train more volunteers and offer more services, activities and events.

Consequently, we are seeking a proactive, highly organised and community-minded individual to coordinate our volunteers to ensure WECL's effective day-to-day operation. Coordinators are central to the success of the library - you'll be the friendly face of the library, supporting volunteers, managing event planning, and ensuring the space remains welcoming and well-organised.

Role Description

The WECL Coordinator is responsible for the following duties.

- Manage and coordinate volunteers to staff the West Ealing Community Library (WECL) effectively
- Developing and implementing systems to for the ongoing recruitment, induction, support and training of WECL's team of volunteers. This includes implementing effective volunteer management systems, ensuring accurate and auditable volunteer records and developing successful strategies to retain and build the capabilities of volunteers. It also includes supporting initiatives and schemes offering work experience to youth and other target groups
- To ensure sufficient trained volunteers are available to enable the WECL to provide consistent hours and levels of service, as agreed with the WEC Board.
- To ensure key operational and administrative policies and procedures such as Health and Safety and safeguarding, are in place and implemented in line with agreed standards and our Service Level Agreement (SLA) with LB Ealing.
- Ensuring the Library addresses the needs of communities that are culturally, economically or socially disadvantaged and ensuring that WECL volunteers off the highest standards of customer service.
- Working closely with the LB Ealing Community Library Service to raise and resolve operational and administrative issues.
- Work closely with other community managed libraries (CMLs) in the Borough to identify opportunities for learning, collaboration and cooperation.

- Work closely with the WEC Directors in shaping their vision and implementing their fundraising and business plans to expand WECL's role as a multi-purpose community hub.
- Maintain strong partnerships with the wide range of individuals, groups and other service providers that operate in WECL; promote partnership and the profile of WECL as a venue for delivering services, activities and events that serve and benefit communities in West Ealing.

Required skills and experience:

You have experience managing staff and / or volunteers – you understand managing people to reach their full potential. You foster positive working relationships, motivating and inspiring volunteers through positive reinforcement and shared goals

- **You are organized, committed and responsible** – experienced at setting up and running administrative management systems and prioritising competing tasks reliably and efficiently. Able to get things done in limited time.
- **You are a good communicator with excellent interpersonal skills** – you are able to communicate clearly and respectfully with individuals from diverse backgrounds, including children, older adults, and vulnerable groups. You build trust and rapport with community members, volunteers, colleagues, and external partners.
- **You are calm, tactful and discrete** - Able to use your discretion in decision making, handle sensitive situations with discretion and tact. Able to mediate minor disputes and maintain a calm, solution-focused approach.

Other Desirable Skills:

- Experience of planning and running events
- Knowledge of library management systems
- Familiarity with safeguarding and health and safety policies and procedures

How to Apply:

- Please send your CV with a covering letter outlining why you believe you would be a good fit for this position to info@mywestealing.org.uk by 22nd May 2026. Please note we take safeguarding responsibilities seriously and will be contacting successful applicants references and checking social media accounts. You may be required to have a DBS check.

(updated April 2026)