



West Ealing Library Ad Hoc, Event & Exam Season Volunteer Role Description

West Ealing Library hosts events and activities throughout the year and also provides extra support during busy exam periods.

As a volunteer, you may help with community events, activities, extended opening hours, and quiet study sessions. The role helps make the library safe, welcoming, organised, and useful for everyone.

About the Ad Hoc, Event & Exam Season Volunteer role

As a volunteer, you may be:

- Welcoming visitors, students, families, and community members.
- Helping with event set-up, including chairs, tables, signs, refreshments, and activity areas.
- Supporting stallholders, performers, workshop leaders, students, and visitors.
- Helping visitors sign in, register, or find the right area.
- Answering simple questions and signposting people to staff, services, or resources.
- Encouraging visitors to take part in activities and promoting library events.
- Supporting quiet study during exam periods.
- Gently reminding visitors about noise levels when needed.
- Helping people find study spaces, power sockets, computers, or printing.
- Keeping the space tidy, safe, and organised.
- Helping with opening, closing, and pack-down tasks when needed.

Who you are:

- Friendly, welcoming, and confident speaking with the public.
- Calm, patient, and able to stay positive when the library is busy.
- Responsible, dependable, and able to follow instructions.
- Able to work well with staff and other volunteers.
- Comfortable supporting people of different ages and backgrounds.
- Able to be firm but polite when reminding visitors about simple rules.
- Happy to help with practical tasks, such as moving chairs or setting up tables.
- Able to commit to agreed shifts, which may include evenings or weekends.

Benefits to you:

- Support your local community in a practical and meaningful way.
- Meet new people and build confidence.
- Gain experience in events, customer service, education support, and community work.

- Develop teamwork, communication, organisation, and basic health and safety skills.
- Build useful CV experience for events, hospitality, education, youth work, customer service, or community services.

Full briefing, induction, training, and ongoing support will be provided.