Meet and Greet Volunteer

We are looking for volunteers to help meet and greet customers at our busy hub libraries. You will be an essential part of our library service, making people feel welcome from the minute they enter our buildings. Volunteering with Enfield Libraries as a Meeter and Greeter will help you to build confidence and provides a great opportunity to practice customer service skills. You will also benefit from meeting and fostering friendships with individuals from diverse backgrounds that use our service.

What you will do

- Meet and greet our customers in a friendly manner
- Help people to find their way around the library
- Promote the use of self-service machines to our customers
- Assist with any questions or enquiries customers may have
- Help and direct people to any materials or facilities they are looking for
- Contribute to a positive atmosphere in the library
- Direct more complex enquiries to a member of staff

You will love this position if you have

- A welcoming personality and helpful nature
- A basic understanding of how the library service operates (this can be from a customer’s point of view)
- The ability to work without supervision
- Confidence to approach customers as they enter the library
- Patience to support people who are learning something new

What’s in it for you?

- Meet new people and make new friends
- Engage with your local community
- Have fun while learning new skills and helping others
- Gain new skills relating to customer care
- Volunteering can also help you stand out from the crowd which can make you more desirable to prospective employers
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- Experience in customer service to put on your CV
• A reference for you when apply for a job

What do you need to know?

• Where will it be? This role will be based at one of our four hub libraries – Edmonton Green, Enfield Town, Ordnance Unity Centre or Palmers Green
• When can I start? As soon as you would like to!
• How much time will it take? We can be flexible with the time and dates you can commit to this volunteer role
• Travel expenses can be reimbursed if required
• Previous library volunteers have successfully been employed by Enfield Council

If you are interested in the role please apply via our volunteer page

www.enfield.gov.uk/libraryvolunteering