

Library Volunteer Coordinator

Role Profile

Service: Libraries (Customer Service, Libraries and Culture) – Strategy and Resources Directorate
Band: Band 3
Reporting to: Library Manager
Responsible for: No direct reports (supervision of library volunteers)



TRAFFORD
COUNCIL

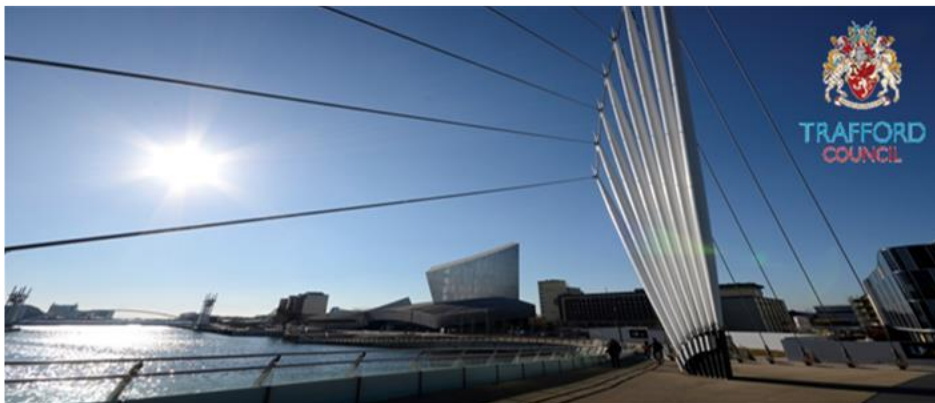
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Trafford Libraries are part of the Customer Service, Libraries and Culture Service which is in the Strategy and Resources Directorate. The libraries in Trafford provide a wide variety of services and opportunities to both residents and visitors that contribute to Trafford Council's Corporate Priorities and deliver against Libraries Connected Universal Offers – Reading, Information and Digital, Culture and Creativity and Health and Wellbeing. The Library Volunteer Coordinator will play a vital role in the day-to-day operation of Trafford Libraries by ensuring a strong, effective and well-supported volunteer workforce across all libraries.

Your Main Priorities

- Support high-quality library services by coordinating a reliable, skilled and motivated volunteer workforce across Trafford Libraries.
- Work closely with Library Managers and Library Coordinators to identify local volunteer needs and ensure volunteers are recruited, trained, engaged and deployed effectively across all Universal Offers.
- Develop and maintain effective processes for volunteer recruitment, induction, training, scheduling, recognition and ongoing support.
- Ensure all volunteer activity aligns with agreed policies, procedures and the strategic aims of Trafford Libraries.
- Promote volunteering as a valuable community opportunity and support Library Managers with volunteer-related data, reporting and performance monitoring.

Key duties

- Recruit, induct and onboard volunteers in line with Trafford Council procedures.

- Work collaboratively with Library Coordinators to match volunteer skills, availability and interests to operational needs.
- Provide day-to-day support for volunteers, acting as the first point of contact for queries, concerns and guidance.
- Deliver and organise volunteer training, including induction, refreshers and role-specific skills sessions.
- Ensure volunteers receive regular feedback, feel valued as part of the wider library team, and are supported to develop their skills and confidence.
- Support volunteers to access development opportunities, including pathways into employment where appropriate.
- Promote volunteering opportunities locally and online to increase participation and diversity.
- Develop relationships with community groups, educational institutions and partner organisations to support volunteer recruitment and engagement.
- Maintain accurate volunteer records, including personal details, training, deployment and performance information.
- Support monitoring and reporting on volunteer hours, impact and contribution to service delivery.
- Contribute to risk assessments related to volunteer activities and help ensure safe working practices.
- Promote equality, inclusion, dignity and excellent customer care, and support volunteers to do the same.
- Work flexibly across all Trafford Libraries as required, including evenings and weekends, and undertake other duties commensurate with the role and grade.

About You

Qualifications and Professional Development

- GCSE grades 4-9 (A*–C) or equivalent level qualification, including Maths and English
- Commitment to continuous personal and professional development and willingness to undertake training relevant to the role

Experience and Knowledge

- Experience of supporting, supervising or coordinating volunteers or staff
- Experience delivering excellent customer service
- Understanding of the role and value of volunteers in community services
- Knowledge of safeguarding, confidentiality and data protection requirements

- Experience using a range of digital tools and systems

Skills and abilities

- Strong interpersonal and communication skills: able to motivate and engage others
- Excellent organisational and planning skills: able to manage rotas, schedules and multiple priorities
- Ability to handle sensitive issues calmly and professionally
- Digital confidence, with the ability to support others
- Ability to work independently and collaboratively as part of a wider team
- Commitment to equality, diversity and inclusion

Special Conditions

- Willing and able to travel and work across Trafford at different sites, sometimes at short notice
- Weekend or evening work may be required to support service needs

Date prepared/revised	New role – 03/06/2026
Prepared/revised by	F Carr / S Davies / R Pollard
Job Evaluation	14/05/2026

Health and Safety

To operate safely within the workplace with regard to the Council’s health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council’s Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council’s pursuit of excellence in service delivery.
To recognise the value of its people as a resource.