Hastings Library of Things Role Descriptions

Role: Membership Officer **Frequency:** Around 2 hours a fortnight. Day and Time and Location flexible

Over view :

Not only do members get to borrow things, for free, each person who joins proves to our funders that our project is needed. If we have enough members, we might not even need to keep trying to get grants (which is time consuming and hard hard work).

Hastings Library of Things is for everyone, and we have set ourselves a target of 500 members by the end of the year.

The membership officer is a role that combines customer service, financial record keeping and great organisation skills to keep retain current members and get new people signed up. It can be done from home or in the HEART Hub on Fridays, and would suit someone who likes to speak to strangers.

The Role:

- Follow up membership enquiries by phone and email and help people join up online (or in person during Library opening hours)
- Process “in person” applications and update petty cash records
- Actively promote membership e.g. via social and regular media
- Support Library of Things events and membership drives

Essential Requirements:

- To be over 18 (it's an insurance thing)
- Good computer skills and willingness to learn our membership management system
- Willing to use own phone or a “library phone” if we get one
- Willing to follow Health and Safety, Data Protection and Equality, Diversity, and Inclusion policies
- Willing to sign a Volunteer Agreement

Support:

- For volunteering in person -travel expenses and meal allowance for shifts over 2 hours, endless hot drinks and sometimes biscuits
- For Volunteering at home- Phone use allowance if using own phone and Wi-fi allowance if using home IT equipment
- References if you want them

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