

Title:	Coventry Ambassador
Volunteering at:	Various locations across Coventry
Reports to:	Team Leader / Coventry Ambassador and Legacy Co-ordinator
Hours:	Minimum 4 Shifts of 6 hours per shift April 2012 – Football test event 1 st July 2012 – Torch Relay 25 th July 2012 – 9 th August 2012

Purpose:

Coventry Ambassadors will be friendly and efficient hosts to spectators and other visitors to Coventry during the Olympic Games, offering assistance to all – including those with accessibility requirements.

Duties:

1. To provide an initial point of contact for visitors to Coventry during London 2012 events.
2. To deal with a range of enquiries from visitors in a confident manner, ensuring that visitors receive appropriate information and advice or are signposted effectively.
3. To pass any unresolved query to a Coventry Ambassador Team Leader for support/guidance as necessary.
4. To ensure that visitors are aware of local attractions and events/activities taking place in Coventry during their visit.
5. Following training to respond to emergency requests for assistance in an appropriate manner.
6. To participate in all Coventry Ambassadors training.
7. To ensure that all leaflets and equipment and are maintained in a neat and tidy manner.
8. To carry out the duties of the post at all times in accordance with Coventry Ambassador policies and procedures.
9. Coventry Ambassadors will be welcoming the world to Coventry.

When completing the application form you need to demonstrate that your knowledge, abilities and experience match the requirements below, or that you have the potential to develop these qualities.

As a Coventry Ambassador you should have excellent communication skills, a can do attitude and be supportive to all the visitors/colleagues you come into contact with.

Experience:

Desirable but not essential:

- Providing information to the public
- Supervisory experience

Skills and abilities:

Essential:

- Excellent verbal communication skills
- Ability to respond appropriately to a variety of requests for information
- Ability to engage with passers-by in a positive way
- Ability to learn interesting facts about Coventry and to share these with visitors

Desirable:

- Able to work flexibly within a team
- To speak additional languages
- Ability to lead a team

Knowledge:

Desirable:

- Knowledge of Coventry's history / interesting facts about the City
- Awareness of London 2012 programme in Coventry

Education and training:

Essential:

- Be able to Communicate effectively in English
- You will have to attend all specified training and all aspects of the interview process.

In addition all Coventry Ambassador's must meet all the specified criteria. For more information please visit: www.coventry.gov.uk/coventryambassadors