

Coventry Ambassador Programme

When can I apply to become a Coventry Ambassador?

Between 4 October 2011 and 25 November 2011

(Please note this deadline may be altered depending on numbers of applicants that we receive). Only those who have completed and submitted the form before the closing date will be able to take part in the programme.

When will I get a response to my Coventry Ambassador application?

We will let everyone know whether they have been shortlisted by the end of January 2012.

What happens if I have been successful in my application?

You will be asked to attend an informal interview in early 2012 and if successful you will be offered a position within Coventry Ambassadors and invited back for training.

When will I know if I have been successful in my interview?

By March 2012.

I have applied to the Games Maker programme, can I still apply to the Coventry Ambassador Programme?

Yes. However, if you are successfully accepted for both schemes you will not be able to volunteer for both on the same day.

I am a person with a disability, will I be able to volunteer alongside my support worker/personal assistant?

Yes. We are committed to ensuring that everybody has an equal chance of becoming a Coventry Ambassador. If you need support to carry out your Ambassador role we will make every attempt to provide this.

Will Coventry Ambassadors have roles inside the City of Coventry Stadium?

No. Coventry Ambassadors will welcome visitors to the city during the 2012 Olympic Games, and will not be involved in roles such as stewarding within the Olympic venue. Roles within Olympic venues are fulfilled by the London 2012 Games Maker volunteers.

Will you pay for Ambassadors to get to their location at Games time?

Unfortunately, we are unable to pay travel costs. However, Ambassadors who are stationed near to the City of Coventry Stadium will be given free bus travel to their point of work from the meeting point.

Will there be training for Ambassadors?

Yes. Ambassadors will need to attend two training sessions before the games begin. Some research and reading may also be required. Ambassadors will also receive training for the national Sports Maker programme.

How will the recruitment process ensure that Ambassadors represent the diversity of Coventry?

Coventry Ambassadors will represent the city and we want to recruit representatives of as many of the groups as possible, we have in Coventry as Ambassadors.

What is the recruitment process?

How do I apply to become a Coventry Ambassador?

You need to apply online and you can do this from Tuesday 4 October 2011 by visiting www.coventry.gov.uk/coventryambassadors

What happens after I complete the Coventry Ambassadors application form?

Once you have submitted your application form, you will receive a confirmation e-mail that we have received your application.

When will the interviews take place?

We plan to hold interviews in January and February 2012.

Where will the interviews be held?

All interviews will take place in Coventry.

If I am successful and then find I am unable to commit, can I withdraw from the programme?

Yes. You are free to withdraw from the programme at any stage. However, it would be helpful if you thought carefully about applying as we need to make sure we have enough Ambassadors.

Will my travel costs be paid if I attend an interview?

Unfortunately, we're unable to pay travel costs.

Can I take part?

Who can apply to be a Coventry Ambassador?

You can apply if you meet the following criteria:

- Be 18 or older by 1 January 2012
- Live, work, study or volunteer in Coventry
- Be available to volunteer during July and August 2012
- Complete specified training for the role
- Complete a health declaration form
- Complete a self declaration form
- Team leaders must undertake an enhanced CRB check

Do I have to be a UK citizen to apply?

If you are a UK National, you must hold a valid passport or driving licence (photo card and paper counterpart)*; EEA Nationals must hold a valid passport or National Identity Card; and for non-EEA Nationals, a valid passport.

You must ensure that you have the legal right to volunteer in the UK. We cannot assist with visa applications. * If a UK citizen does not have either of these valid documents, then a long form Birth Certificate will be accepted. It must be issued within 12 months of date of birth. A bank statement and utility bill will also be needed in the applicant's name, both issued to the applicant's current address and less than three months old. If an applicant is not able to provide an appropriate bank statement and utility bill they must instead provide a certified passport photograph to accompany their long form birth certificate. A list of persons authorised to certify an applicant's passport photograph is available upon request.

Is there a maximum age limit for Coventry Ambassadors?

No, there is no maximum age limit.

Do I have to live in the city to be a Coventry Ambassador?

No. You are able to apply if you live, work, study or already volunteer in Coventry. We know that many people who don't live in Coventry are passionate about the city and give a lot of time to the city and we want those people to apply too.

Will accommodation be provided for Ambassadors?

No. Unfortunately, we are unable to cover accommodation costs.

Do I need volunteering experience?

No. We want Coventry Ambassadors to be a mix of new and experienced volunteers.

Do I need any skills or qualifications to volunteer?

We don't expect you to have formal qualifications but you will need to be able to meet the Coventry Ambassador role descriptions. You can find these on the website:

www.coventry.gov.uk/coventryambassadors

Will you be carrying out any background checks?

All Team leaders will be required to complete an Enhanced Criminal Records Bureau (CRB) check.

Depending on your role and location you may also be required to complete a Criminal Records Bureau (CRB) check. The results of these checks will be taken into account when assessing your suitability to be an Ambassador.

About Coventry Ambassadors

How many Coventry Ambassadors will be needed?

Over 300.

What will Coventry Ambassadors do?

Ambassadors will be welcoming the world to Coventry and sharing their passion for the City by welcoming visitors to the city during the Games. Ambassadors will have the opportunity to be a part of history, to make new friends and to create a legacy of volunteering in Coventry.

Why is the minimum age to volunteer 18 years?

This is due to the nature of the roles and tasks Ambassadors will be undertaking. However there will be a scheme for young people and more details will be released at a later date.

Visit www.cswsport.org.uk/volunteering for information about volunteering opportunities for under 18 years.

How can I contact Coventry Ambassadors?

If you have a question that is not included here, you can contact Voluntary Action Coventry by emailing volunteering@vacoventry.org.uk or by calling 024 7622 0381

Will I need to take time off work to be an Ambassador?

You will need to ask your employer for time off to volunteer, or you may need to use some of your own holiday entitlement. There will be shifts available during out of work hours and over weekends.

Can I apply with a friend, family member, or as part of a club?

No, everyone who applies has to apply as an individual. We don't plan to group people based on friends, family or club membership.

Is it possible to job-share the Ambassador role?

No. Unfortunately job-share opportunities are not available.

Why do I have to wear a uniform?

You will be given an official branded Coventry Ambassadors uniform. This will identify you and will make it easy for visitors to see who can help them. You must be willing to wear the official uniform at all times during your shifts.

Can I choose the area where I volunteer?

No Coventry Ambassadors will be placed where the project most needs them.

About volunteering

What is a volunteer?

Volunteering is simple. It's about giving your time to do something useful, without getting paid. In return you get the satisfaction of time and effort well spent. In addition, volunteering can be a great way to meet new people, learn new skills, and gain useful experience. And it's fun!

Find out more about volunteering: www.vac Coventry.org.uk

What do I get for volunteering as a Coventry Ambassador?

You will have the opportunity to be a part of history, to make new friends and to create a legacy of volunteering in Coventry.

In addition, Coventry Ambassadors will be given:

- Coventry Ambassador uniform
- Refreshments during shifts
- London 2012 pin badge
- Coventry Ambassador and Sports Maker training
- Last mile travel provision – travel to locations close to the City of Coventry Stadium from meeting points
- Sport Makers Adidas Kit
- Celebration event

What other volunteering opportunities are available between now and London 2012?

There are plenty of volunteering opportunities in Coventry

The following organisations are a great place to start:

www.vac Coventry.org.uk

www.cswsport.org.uk/volunteer

Can I volunteer if I'm claiming Jobseekers Allowance?

Yes but please refer to the attached link

<http://www.dwp.gov.uk/docs/dwp1023.pdf>

What are Volunteer Centres and how can they help me?

Volunteer Centres can be a great place to start looking for volunteering opportunities near you. They can find out what you're interested in doing and help you to find a role with a local organisation that meets your particular needs or interests. For those with no internet access, Voluntary Action Coventry has trained staff who can provide help and support with Coventry Ambassador applications. In addition, staff at your local library will be offering help and support with applications.

What's in it for me?

Will I be paid for my time while I volunteer as an Ambassador?

No. All Ambassadors will be giving their time for free.

Will I be able to claim expenses?

No, you won't be able to claim any expenses. However, for each day you volunteer food and refreshments will be provided.

Will I be given meals while volunteering?

Yes. You will be provided with food and drink for each shift.

Will I get my transport costs paid for?

No. However, Coventry Ambassadors volunteering around the City of Coventry Stadium will be supported with bus travel from the volunteer meeting point to their deployment location and return.

I live outside of Coventry will my accommodation be paid for?

No. Unfortunately, no accommodation costs will be covered. It will be up to the individuals concerned to make their own arrangements.

Can I keep my Coventry Ambassadors uniform after the Games?

Yes it is part of our thank you to you!

Will I get free tickets for events?

No, unfortunately we are unable to give Ambassadors free tickets to any events during Games time.

Can I put my experience as a Coventry Ambassador on my CV?

Yes.

Will there be a recognition event for Coventry Ambassadors?

There will be full recognition and celebration event for all Coventry Ambassadors after the Games.

Skills and experience

What sort of person makes a good Coventry Ambassador?

Someone with great people skills and a passion for Coventry. Ambassadors will be the face of the city, and will come from a diverse range of backgrounds.

Please refer to the role description on www.coventry.gov.uk/coventryambassadors

Choosing when to volunteer

How many days do I have to volunteer for?

You will need to commit to a minimum of four days of volunteering. Each day will have a shift lasting a maximum of six hours.

Can I choose the dates I volunteer?

When you apply online you can tell us your availability on Game dates to volunteer. If you are successful, you will be given a timetable of when you are required to volunteer during the Games period. Please give as much information about your availability as you can when you apply.

Is there a maximum number of days I can volunteer?

You will be required to volunteer for at least four out of the eight Game dates during Games time. If you can volunteer for more than four please let us know this when you apply.

Do I have to volunteer for the full length of the shift?

Yes.

How long does each shift last?

Maximum of six hours.

Why do I have to volunteer for the full length of the shift?

Set hours will help us plan the shifts and make sure we have enough volunteers for each shift. All volunteers will have a designated break during each shift

What time will the shifts be?

Your shift could be any time between 9am and 11pm and will be scheduled around Game events, depending on the location.

Will I be on my own?

No. All Coventry Ambassadors will work in teams around each site. Each site will have an allocated team leader.

Will I be with the same people for each shift?

Not necessarily, shift patterns and teams may change.

Will I have a supervisor? Who will be in charge?

During your shifts, your team leader will be available to answer any questions you may have and help deal with any difficult situations.

Who will help me if I have problems while I'm volunteering?

Hopefully you won't have any problems, but if you do your team leader will help you.

Will I have to deal with emergencies?

You will receive training on how to deal with emergencies, but your team leader will be responsible for taking control should an emergency occur.

Will I be outside when I volunteer?

Yes. Most of the sites will be outside.

Will I have to approach people?

Yes. You will need to feel comfortable and confident approaching anyone who looks as if they might need help or information.

Will I get breaks?

Yes. You will have a designated break during your shift, and other breaks can be taken in consultation with your team leader.

What can I do during my breaks?

You're free to spend your breaks however you wish, although as you will be wearing your Coventry Ambassadors uniform, you might still be asked questions and for information even though you're taking a break!

Will the times I volunteer be the same every day?

We will do our best to accommodate your needs and preferences as indicated on your application form.

When will I know my shift times?

By June 2012.

What if I need to arrange a holiday?

On the application form, you can tell us if there are any dates that you can't volunteer.

Will I be able to change allocated hours?

No. You will only be able to change your shift hours in the case of an emergency, as this will affect the other volunteers in your team.

Will I be able to park at the location where I volunteer?

No. Specific parking will not be allocated for Coventry Ambassadors. We encourage all Coventry Ambassadors to use public transport where possible to and from shifts.

Training

Will Coventry Ambassadors receive training?

Throughout the programme, you'll be given training and support to make sure you're ready to welcome the world to Coventry.

When will the training be?

Between February and April 2012.

Will I have to do the training?

Yes. It is a requirement for all Coventry Ambassadors to undertake all training.

What happens if I can't attend the training?

You will not be able to take part in the Coventry Ambassadors Programme as all volunteers are required to be trained.

How many training sessions will be held?

You will have to attend all specified training. This will include up to 4 hours of training for Ambassadors and there will be additional training for team leaders. You will also need to attend a 3 hour Olympic Inspired Sports Makers workshop

What time of day will the training sessions will be held?

Training will be held across a range of times to ensure that everyone can attend.

What will the training involve?

Practical training sessions will cover all requirements to becoming a Coventry Ambassador, this includes hosting, team building, health and safety and information on way finding and key facts about Coventry.

I have a disability. What help can I get during training?

We are committed to ensuring that everybody has equal access to the Coventry Ambassadors training programme. If you require a reasonable adjustment to carry out your Ambassadors training as a result of your disability, we will make every attempt to provide this.

Will I get a certification as a result of the training?

The Coventry Ambassador training is certificated.

Will you pay for me to travel to the training sessions?

Unfortunately we're unable to cover travel costs for your training session

Will refreshments be provided during training?

Yes. Light refreshments will be provided during training.

Accessibility

Is the application form available in any other formats?

If you require the application form in any other format such as brail, audio or easy read please ring 024 7683 1081 or email communications@coventry.gov.uk

What if I do not have internet access or need help filling in the form?

Staff at your local library, and Voluntary Action Coventry –Volunteer Centre Coventry, 26 City Arcade, Coventry, CV1 3HW are all offering free internet access and support with online applications.

What help can I get completing the application form?

Staff at your local library, and Voluntary Action Coventry –Volunteer Centre Coventry, 26 City Arcade, Coventry, CV1 3HW are all offering free internet access and support with online applications.

How will the recruitment process ensure that Ambassadors represent the diversity of Coventry?

Coventry Ambassadors will represent the city and we want to recruit a variety of representatives. The Coventry Ambassadors programme is committed using the equal opportunity policy of Coventry City Council and will ensure that its recruitment is fair and equal to everyone regardless of their background. Equality monitoring will be undertaken on the number of applicants and number of ambassadors appointed to ensure we have a diverse range of ambassadors.