

Title: Coventry Ambassador
Linguist

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
1st July 2012 – Torch Relay
25th July 2012 – 12th August 2012

Purpose: Offering clear and accurate information for non-English speaking visitors during Games time ensuring that people arrive to their destination on time and navigate easily around Coventry

Duties:

1. To provide an approachable hosting service to visitors, spectators and fellow Coventry Ambassadors
2. Provide fluency in the language(s) you specify to give Games information, visitor destination information and transport overview.
3. To proactively assist with queries from non-English speaking visitors.
4. Provide excellent local knowledge of attractions and services.
5. To be culturally aware, supportive and understanding of non-English speaking visitors and their requirements.
6. To be 'the voice' of the Coventry Ambassador programme to our non-English speaking visitors.
7. To carry out the duties of the post at all times in accordance with Coventry Ambassador policies and procedures.

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.

The role of a Linguist is crucial in making everyone feel welcome in Coventry and these skills will be required across all venues and events.

Experience:

Essential:

- Providing information to the public

Skills and abilities:

Essential:

- Excellent verbal communication skills
- Fluent in language(s) other than English
- 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

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