

<b>Title:</b>	<b>Coventry Ambassador Team Leader</b>
<b>Volunteering at:</b>	Various locations across Coventry
<b>Reports to:</b>	Coventry Ambassador and Legacy Co-ordinator
<b>Hours:</b>	Minimum 4 Shifts of 6 hours per shift
<b>Purpose:</b>	Team Leaders 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.

April 2012 – Football test event  
1<sup>st</sup> July 2012 – Torch Relay  
25<sup>th</sup> July 2012 – 12<sup>th</sup> August 2012

**Duties:**

1. To take responsibility for a small group of Coventry Ambassadors during London 2012 events, ensuring that they conduct themselves in an appropriate way and that they adhere to their role descriptions.
2. To report any problems/concerns for example volunteer non-attendance to the Coventry Ambassador and Legacy Co-ordinator and work pro-actively to identify appropriate solutions.
3. Under guidance from the Coventry Ambassador and Legacy Co-ordinator brief the Coventry Ambassadors before each session and provide support and supervision to the team including managing rest breaks.
4. 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.
5. To ensure that visitors are aware of local attractions and events/activities taking place in Coventry during their visit.
6. Following Coventry Ambassador training ability to respond to emergency requests for assistance in an appropriate manner.
7. To participate in all Coventry Ambassadors training.
8. To ensure that all leaflets and equipment and are maintained in a neat and tidy manner.
9. 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.

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:

#### Essential:

- Supervisory experience
- Providing information to the public

### Skills and abilities:

#### Essential:

- Ability to lead a team
- 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 but not essential:

- Ability to speak additional languages

### 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](http://www.coventry.gov.uk/coventryambassadors)