Volunteer Role Description
Coventry Ambassador

Volunteering at: Various locations.
Reports to: Coventry Ambassador Programme Manager, Coventry Ambassador Coordinators, Coventry Ambassador Leaders.
Responsible for: Holds no additional supervisory responsibilities
Volunteer Shifts: Variable and flexible dependant on needs of event
Purpose: Ambassadors will be friendly and efficient hosts, offering assistance to all.

Duties:
1. To behave in an appropriate way and adhere to their given role.
2. To report any problems/concerns to a Coventry Ambassador Leader.
3. To deal with a range of enquiries in a confident manner, ensuring that appropriate information and advice is provided effectively.
4. Respond to emergency requests for assistance in an appropriate manner.
5. To participate in all Coventry Ambassadors training.
6. Under the guidance of Leaders and Coordinators contribute to event briefings, de-briefs and “lessons learned”.
7. Assist with the event breakdown if required.
8. To carry out the duties of the volunteer role at all times in accordance with Coventry Ambassador code of conduct.
9. Carry out any other duties as required.
Person Specification: Coventry Ambassador

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

Experience:
Experience in a customer service role is preferable but not essential
Prior experience as a volunteer is preferable but not essential
Prior experience of a role in events is preferable but not essential

Skills and abilities:
Good verbal communication skills
Ability to respond appropriately to a variety of requests for information
Ability to engage with colleagues and the public in a positive way
Ability to communicate effectively, verbally and in writing
Outgoing personality; high energy
Good timekeeper

Knowledge:
Knowledge of Coventry and the surrounding area
Awareness of the Coventry Ambassador volunteer programme

Education and training:
You must be willing to attend all specified Coventry Ambassador training

Availability:
In applying for this position it is expected that you will be available to attend at least one event over the calendar year.
You must be able to arrange your own transportation to and from event venues.