

APPLICANT FAQs



CITY HOST ROLE

What will a City Host Volunteer do?

Our City Hosts are capable, committed, inspirational volunteers providing public facing roles building on our proud history of volunteering since 2012 and continuing the volunteer legacy on from the UK City of Culture 2021.

Due to the core principles and training provided, the roles that are mostly undertaken involve customer service, meet & greet, registration and marshalling roles.

City Hosts help to ensure a positive experience for visitors, spectators and performers in a variety of roles, being friendly and efficient hosts, offering assistance to all.

Who can apply to be a City Host?

You can apply if you meet the following criteria:

- Aged 18 or over
- Complete an on-line application
- Following a successful application, complete online self-driven mandatory Welcome Host and City Greeters training
- Attend an in person 'Get Set' Session
- Must be able to arrange your own transportation to and from events.

REGISTERING TO BE A CITY HOST

When can I register to be a City Host?

- Applications are now open
- You can register via a link on the EnV Website [City Hosts Volunteer Programme | EnV Coventry](#)
- Complete a registration form

APPLICATION PROCESS

How long is the application process going to take?

This should take no longer than about 20 minutes. Please complete thoroughly to ensure you understand all that is being asked of you.

Can I start my application and return to it another time to complete it if I need to?

Yes, but you will receive an email prompt to complete within a certain time frame.

What do I need to prepare before I begin my application?

It may help you by:

- Reading the volunteer role description, on the EnV webpage: [City Hosts Volunteer Programme | EnV Coventry](#)
- Reading through these FAQs first
- Having a headshot image on a white background ready (although it is possible to add this at a later date)

Can I still apply if I don't have online access?

If you are unable to access the form online please contact us on: **02475 122675**

Will a background check be carried out?

All volunteers will be asked to complete a Self-Declaration as part of the application form, which includes declaring any unspent convictions. Further checks may be required for specific roles.

Can I still apply if I have any convictions?

The City Host Volunteer Programme welcomes a wide range of applicants, including those with prior criminal records. Having a conviction will not necessarily impede your appointment, however, if you fail to disclose any unspent convictions this may result in you being removed from the programme.

How will I know if my application is successful?

Following completion of your application, you will be contacted confirming the outcome of your application (or if any further information is required from you in order to progress your application) and, if successful, details for the next steps will then be released.

TRAINING

Is training provided and what does it involve?

Yes:

- City Hosts will need to complete on-line Core training, 'an introduction to the role of a City Host Volunteer' as part of the Welcome Hosts and City Greeters Training Programme
- Attend a Get Set Event, a face to face induction event designed to be welcoming, informative and interactive, the final step to ensure you feel prepared to fully embark on your volunteer journey.
- Additional training may also be provided.

Will I get a certificate for the training?

Yes, all completed training elements will be recorded and certified.

COMMITMENT

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 if you are able to commit your time before applying and completing the training. Any uniform/equipment would be expected to be returned if you do not complete at least three shifts.

DEPLOYMENT

When will I find out which events I can volunteer for?

Once you become a Full Volunteer (following all training) you will be given the opportunity to apply to volunteer at events throughout the year. You will be able to view all available events and opportunities and book onto shifts through your personal volunteer portal.

What if I sign up and cannot make an event?

We expect there may be occasions when you are suddenly unavailable. Please let us know at the earliest opportunity, even if you think it is a 'maybe' that you cannot attend; we would rather be prepared and then potentially put you back in if circumstances change.

How long does each event shift last?

This can vary and will be made available to you prior to you booking onto a shift at an event. Where possible we will try to provide shifts of up to four hours although there may be occasions of longer shifts depending on the nature of the event or occasion.



Will I be on my own?

All volunteer shifts will be scheduled for City Host volunteers to work in teams around each event site and no less than two in an area. At the very least we will aim to deploy volunteers within sight of another volunteer or event team member. If a shift is only taken up by one volunteer, or a volunteer withdraws from a shift leaving one person the team will aim to contact that person in advance and manage expectations with that person, depending on the type of shift.

If you find yourself on your own if another volunteer does not turn up, there will be a contact number for you to reach the team on at all times.

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

Hopefully you won't have any problems, but if you do the Event Manager, Volunteer Manager or Lead City Host will help you. An emergency number will be provided for each event shift for you to make contact in any emergency.

Will I have to deal with emergencies?

The Event Manager or Volunteer Manager will take control in the event of an emergency; however, you will receive training and briefings on how to deal with a number of situations. Your role would be to alert them and offer any support they suggest.

DRESS CODE

What will I have to wear?

You will be given an official branded City Host uniform. This will identify you and will make it easy for the public to see who can help them. You must be willing to wear the official uniform at all times during events. We also ask you to wear black bottoms, wherever possible and suggest you wear comfortable shoes.

DURING MY SHIFT

Is parking available for events?

We encourage volunteers to use public transport and car share whenever it is possible to do so. This may depend on the type of event, the event location and provision of nearby parking (free or paid). We intend to source parking from the event organisers where possible but this cannot be guaranteed.

Will refreshments be provided while on shift?

We will aim to source water and refreshments from the event organisers where possible. City Hosts should always come to their shift prepared with water and food if they wish.

OTHER

Do I have to live in the city to be a City Host?

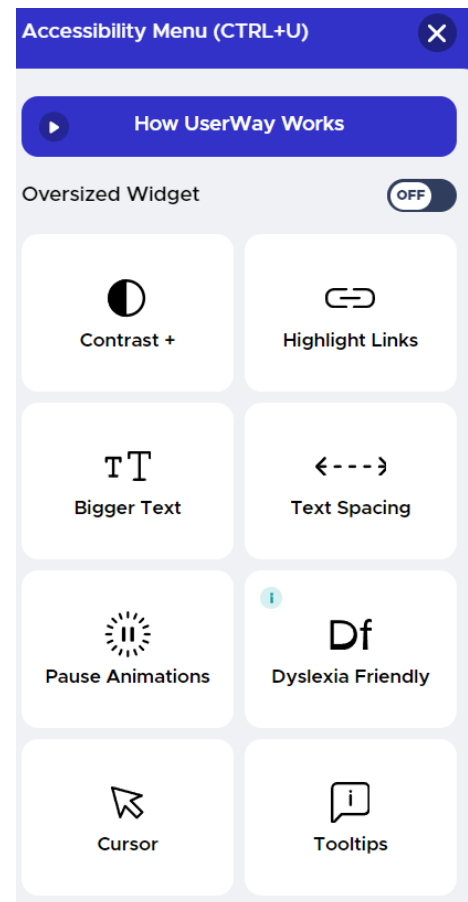
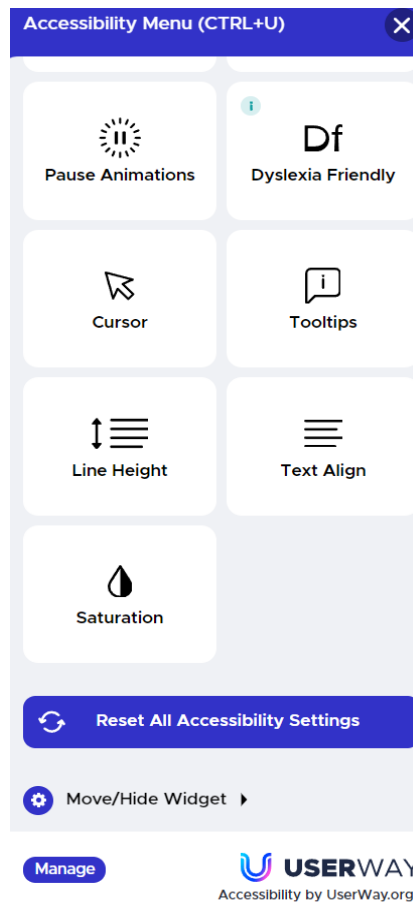
No. We know that many people who don't live in Coventry are passionate about volunteering and give a lot of time to the city and we want those people to apply too.

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 City Host Volunteer. If you need support to carry out your role, we will make every attempt to enable this.

Is the application form available in any other formats?

If you require the application form in any other format, please first use the accessibility widget on Rosterfy:



or contact us on: **02475 122675** or email: env.volunteers@env.uk.com

How do I become a City Host Lead Volunteer?

There will be a tick box on the application form for those interested in becoming a Team Leader. There will be additional criteria and training required before the role can be undertaken. There will be opportunities throughout the year to apply to become a Lead Volunteer if you later decide you'd like to do so.

Who can I contact if I have more questions?

Please email: env.volunteers@env.uk.com or telephone, if your query is urgent: **02475 122675**