

ROLE DESCRIPTION

EnV City Host (Welcome Hosts and City Greeters)

Purpose

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. They will be capable, committed, inspirational volunteers welcoming visitors, helping with wayfinding and recommending what's on and where to visit. City Hosts will build on the proud history of volunteering already in Coventry.

The City Host Role

The City Host role aims to enhance events, tourism, conferences and visitor experience by:

- Providing a friendly and warm welcome and farewell for all visitors, spectators, and participants.
- Wayfinding and guiding and providing assistance to visitors and event spectators.
- Promoting and providing information about the local area and event(s).
- Supporting areas of displays, artwork and installations.
- Lining / marshalling borders of event areas for trails and performances.
- Hosting of event performers and special guests.
- Registration and marshalling at certain events

Additional City Host Champion roles are also available which may include:

- Digital Champions
- Wellbeing Champions
- Go CV Discount Card Champions
- Welcome Walk Hosts
- Community Ambassador / Steering Groups

Supported by: The EnV Volunteer Staff Team

Volunteer Shifts & Locations: Variable. Applicants will be able to provide preferred availability to volunteer. Opportunities offered will take place at various times, days and locations in Coventry and the surrounding area.

Commitment & Availability: In applying for this position, it is expected that you will:

- ✓ 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.
- ✓ Attend minimum of three shifts during a calendar year.
- ✓ You must be able to arrange your own transportation to and from events.

Application:

Please describe any relevant knowledge, experience, skills and abilities in your application.

Register your interest here: [City Hosts Volunteer Programme | EnV Coventry](#)

Knowledge and Experience: Applications are welcome regardless of existing experience. We encourage both experienced and first-time volunteers to apply.

- ✓ Knowledge of Coventry and the surrounding area is an advantage.
- ✓ Previous experience in a customer service and voluntary role is an advantage.
- ✓ Previous involvement in community and large events is an advantage.

If you have experience in leadership, management or you are regularly volunteering, we would encourage you to apply as a [City Host Team Leader](#), mandatory extra training will be provided.

Skills and abilities:

We will welcome applications that provide evidence of the following:

- ✓ Good Communicator (Verbal and non-verbal). Able to listen, communicate and provide information effectively and clearly
- ✓ Good People Skills Able to work effectively in a team, helpful and polite.
- ✓ Positive Attitude Positive, confident and friendly approach to all people in all situations
- ✓ Pro-Active Good observation, actively seek public engagement with ability to make decisions and solve problems
- ✓ Committed Capable, committed, inspirational, reliable, enthusiastic and motivated to volunteer

Education and training:

As a City Host you do not need any prior education or training but you must demonstrate that you are willing and able to attend all essential training to prepare you for the role.

Duties: Duties may vary depending on the needs of the event or occasion. Those that are mostly undertaken involve customer service, meet & greet, registration and marshalling duties.

Duties may take place outdoors and/or indoors.

Benefits to being an EnV Volunteer:

- ✓ Access to free training, enhancing and gaining personal skills, knowledge and experience.
- ✓ Volunteering is good for your mental and physical health (it is proven by research!).
- ✓ Grow your social circle, a chance to meet new people with similar interests.
- ✓ City Host Uniform to wear on shifts.
- ✓ Reward & Recognition incentives, including Coffee Mornings, Pin Badges, Celebration events, useful items etc.