

## CITY HOSTS

### What will a City Host volunteer do?

Primarily, City Hosts will be welcoming visitors to events that are part of the official UK City of Culture Programme and offering assistance to all. Event roles will differ depending on the needs of the specific event. City Hosts will have the opportunity to be a part of local history, to make new friends and to create a legacy of volunteering in Coventry. (Please view the City Host Roles Description using [this link](#))

### Who can apply to be a City Host?

You can apply if you meet the following criteria:

- Aged 18 or over by 15<sup>th</sup> May 2021
- Be available to volunteer for at least 3 events by May 2022
- Complete specified training for the role
- Complete a Self-Declaration form

## REGISTERING TO BE A CITY HOST

### When can I register to be a City Host?

Applications to become a City Host will open on 25<sup>th</sup> February 2021 and will remain open to apply into 2022. You can register via a link on the [City Hosts website](#), where you will complete an online form.

## APPLICATION PROCESS

### How long is the application process going to take?

This should take no longer than about 15 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, the online application has frequent save points as you move through it.

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

It may help you by:

- Reading the volunteer role descriptions
- 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 a laptop?

If you are unable to access the form online please ring 024 7699 8221 (Option 6) or email [cityhosts@coventry2021.co.uk](mailto:cityhosts@coventry2021.co.uk).

### 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 Hosts 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 details for the induction sessions will be made available.

## **INDUCTION PROCESS**

### **What is the City Hosts induction?**

The induction session is a mandatory part of your recruitment process as a City Host Volunteer. As well as an opportunity to observe applicants and for you to meet fellow volunteers it will:

- Provide you further information about the role
- Provide further information about Coventry's year as UK City of Culture
- Give you an understanding of the attributes of the City Host Role
- Allow you to be fully informed to move onto the Core Training Modules

### **What happens after Induction?**

Following attendance at an induction session, you will be asked to make a commitment to the programme and agree to a City Hosts Volunteer Charter (a code of conduct). Once you have ticked the Charter box, it will release details of the next part of your training which involves a number of Core Training Modules.

### **How will Induction and Training take place if COVID-19 restrictions apply?**

During Covid-19 restrictions, this will be conducted via an online platform such as Zoom.

- The induction will be interactive with a Host and facilitators. Training will be self-led in your own time.
- Once all Core Training and Mandatory Modules are successfully completed, you will be notified that you can book your first shift.
- Off-line recruitment will continue to be supported separately.

## **TRAINING**

### **Is training provided and what does it involve?**

Yes. City Hosts will need to attend an induction\* and complete training\* before being able to volunteer. Additional training may also be provided. All essential training will be provided at no cost to the volunteer.

Training will include all the elements you need to become a City Host. You will work through informative modules which will include:

- UK City of Culture Values
- City Host behaviours
- Expectations for the role
- Safety and Safeguarding aspects

### **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 is the first event?

The UK City of Culture Programme is due to start in May 2021 and we expect that there will be many roles for volunteers throughout the UK City of Culture Year (May 2021 – May 2022). You can sign up at any time.

### When will I find out which events I will be at?

You will be given the opportunity to apply to volunteer at events throughout the year. We will aim to inform you at least four weeks in advance of the date of the deployment opportunity and you will have two weeks to book your place.

### Can I request to volunteer at specific events?

Consideration will be given to your area of interest and we intend for all volunteers to enjoy their deployment opportunities throughout the year. We have added a list of interests/passions on the application form. This will help us to understand which deployment opportunities you may prefer.

### 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 volunteers are available for longer shifts, there will be an opportunity to indicate this. We try to keep shifts to a maximum of three hours. Therefore, a day event may have two, three or four shift patterns and volunteers can opt to volunteer for the whole day.

### Will I be on my own?

No. All City Host volunteers will 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.

### 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.

### 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 Hosts 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.

### Will I have to wear a mask whilst volunteering?

We will be following all COVID-19 safety measures so if required we will need you to follow all government safety guidelines. This may include the wearing of masks, ensuring social distancing rules are followed and frequent hand and equipment sanitisation.

## DURING MY SHIFT

### Is parking available for events?

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.

We encourage volunteers to use public transport and car share whenever it is possible to do so.

### 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. For shifts over 4 hours, we are aiming to provide a food voucher for locations where they can be redeemed (To be confirmed).

## 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 ring 024 7699 8221 (Option 6) or email [cityhosts@coventry2021.co.uk](mailto:cityhosts@coventry2021.co.uk).

### 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 Volunteer Lead if you later decide you'd like to do so.

### If I am a Coventry Ambassador volunteer will I automatically be enrolled?

The Coventry Ambassador programme is separate to the City Hosts programme. Everyone wishing to apply to be a City Host must follow the usual application route.

If you want to find out more about Coventry Ambassadors please click on this link:

[Coventry Ambassador Application | ENV Coventry](#)

### When does the City of Culture end?

The final events will be held in May 2022 and end with a celebratory event for the City Hosts.

### Who can I contact if I have more questions?

Please email: [cityhosts@coventry2021.co.uk](mailto:cityhosts@coventry2021.co.uk)

or

Telephone, if your query is urgent: 024 7699 8221 (Option 6)