

CITY HOST VOLUNTEER

Purpose

City Hosts will be the face of Coventry's year as UK City of Culture 2021, helping to ensure a positive experience for visitors, spectators and performers. They will be capable, committed, inspirational volunteers welcoming visitors to the city, 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.

Reports to:

Event Managers & City Host Volunteer Team Leaders or Volunteer Managers.

Supported by:

City Host Volunteer Manager and City Host Operations Manager.

Responsible for:

Supporting a positive City of Culture experience and welcome for all.

Volunteer shifts and 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 and availability:

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

- Attend an Induction Session, following successful on-line application.
- Complete all mandatory training.
- Commit to volunteering at a minimum of three events between May 2021 and May 2022.
- You must be able to arrange your own transportation to and from events.

Benefits of being a City Host:

- Access to free training, enhancing and gaining personal skills, knowledge and experience.
- Access to Coventry Loyalty Scheme and local discounts.
- 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.
- To be able to say "I was part of that" and continue to be a part of the 2021 Volunteer Legacy.

Age: 18+ as of 1st May 2021

Profile:

This is an open opportunity. We celebrate diversity and are committed to creating an inclusive environment for all.

Knowledge and experience:

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

If you have experience in leadership, management or more than two years regularly volunteering we would encourage you to apply as a **City Host Team Leader:**

- Knowledge of Coventry and the surrounding area is an advantage.
- Knowledge of Coventry City of Culture 2021 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.

Skills and abilities:

We will welcome applications that provide evidence of the following:

- **Good Communicator** (Verbal and non-verbal). Able to clearly speak and read English or BSL. 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 of a City Host Volunteer may vary. Core duties will involve one or more of the following during a shift depending on the event and your interest:

City Host:

- Welcoming (Meeters & Greeters); wayfinding, wayfaring and guiding visitors and event spectators.
- Providing information about the city and events.

Transport Hub Host:

- Welcoming those arriving to the city and providing a farewell to those departing from key transport hubs.
- Wayfinding and providing information and assistance to visitors and members of the public.

Guardian:

- Supporting areas of displays & artwork, providing insight and information or lining borders of event areas for trails and performances.

Other:

- Hosting of event performers and special guests.
- Promoting and providing information on related City of Culture events and activities.
- Encouraging COVID/Social Distancing measures.
- Stress-testing events/activities.

Additional:

- Duties based on individual interest and experience.
- Event Participant Surveys.
- Translators.
- Volunteer Hub Host.

City Host volunteer duties will supplement the City of Culture 2021 event programme, they will not act as a substitute for paid positions. City Hosts will not replace security, stewards, first aid or emergency service requirements at events.