

FOR THOSE OF YOU THINKING OF BECOMING A CITY HOST...

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 part of local history, to make new friends and to create a legacy of volunteering in Coventry. You can view the City Host role description using [this link](#).

Who can apply to be a City Host?

The City Hosts Volunteer Programme welcomes a wide range of applicants. The only conditions are that you must:

- Be aged 18 or over by 15th May 2021
- Be available to volunteer for at least 3 events between now and May 2022
- Complete the training required for the role
- Complete a Self-Declaration form

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

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.

If I have a disability, will I be able to volunteer alongside my support worker/personal assistant?

Yes of course! 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. Please ensure you make the team aware of your requirements via your application form or by contacting us by email before you book a shift, as some events will have strict attendance limits.

How can I register to be a City Host?

You can register on the [City Hosts website](#), and will then be asked to complete an application form. Applications will remain open throughout the year and into 2022. If you have any questions, or require the application form in any other format, please contact us on 02476 998221 (option 6) or email cityhosts@coventry2021.co.uk.

If I am a Coventry Ambassador volunteer, will I be automatically 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.

When does the City of Culture year end?

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

THE APPLICATION PROCESS...

How long does the application process take?

The full application should take no longer than about 20 minutes. Please complete the form 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?

Before starting your application, we suggest you:

- Read the [volunteer role description](#)
- Read through these FAQs
- Have a headshot image on a white background ready (although it is possible to add this later)

Can I still apply if I don't have a laptop?

Of course! If you are unable to access the online form, please contact us so that we can arrange for you to complete a paper form and submit your application offline. You can call 02476 998221 (option 6) or email 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.

I am having problems saving my application and moving on from page 2. What can I do?

Please check that you have not exceeded the character limit. The sections on page 2 have a maximum character limit, not a word count limit.

I can't log in to continue my application, as it says my email address is already in use. What can I do?

If you have already registered your email address, please log in to your existing account via this link: <https://cityhosts.coventry2021.co.uk/login>.

How do I input my Date of Birth on the application form?

When you select the 'Date of Birth' box, you should see a calendar pop up. Across the top you will see 7 icons which will help navigate across months/years/decades to select the correct date. If you are unable to select your Date of Birth, please let us know and we can input this for you.

When completing my application, I'm told I am too young to volunteer. What can I do?

All City Hosts need to be aged 18 or over by 15th May 2021.

I have been asked to provide proof of ID. What can I use?

Your proof of ID should be one of the following:

- Passport
- Driving Licence
- National ID Card
- Employee photo ID card
- Student ID card
- Military ID card
- Professional association ID card
- Bus pass

I have been asked to provide a photo which will be used for my ID badge. What format should it be in?

It should be similar to a passport photo, but you're allowed to smile in this one. Please ensure the photo you upload is:

- Clear and in focus
- In colour, not black and white
- Unaltered by filters or computer software
- Taken against a white or light-coloured background
- Not taken too close or too far away – head and shoulders is perfect
- At least 50KB but no more than 5MB in size

You should be the only person in the photo and should not wear a hat or sunglasses (prescription glasses are ok).

How will I know if my application is successful?

Following submission of your application form, you will receive an email confirming the outcome of your application. If any further information is required from you in order to progress your application, we'll be in touch to let you know. If your application is successful, you will be sent details for the induction sessions.

THE INDUCTION PROCESS...

What is the City Hosts Induction?

The induction session is a mandatory part of the City Host recruitment process, which takes place online via Zoom. The sessions are interactive and led by facilitators. As well as an opportunity to observe applicants and for you to meet fellow volunteers, it will:

- Provide you with 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 a City Host
- Allow you to be fully informed before moving on to the Core Training Modules

If you do not have access to the internet, please contact us and we will support you with an offline induction.

How can I book an Induction session?

You will receive an email with a link to view and book an induction session. If that link doesn't work, please log in to the Volunteer Portal, select 'Induction Event' from the menu on the left and click 'Apply Now' to view the sessions available to book.

Will I receive a reminder for my Induction session?

Yes, we'll send a reminder 1 week before, 48 hours before and 1 hour before your induction session, with all the details you need to join online.

What happens after Induction?

After you've attended an induction session, you will be asked to make a commitment to the programme and agree to the City Hosts Volunteer Charter (a Code of Conduct). Once you tick the Charter box, you'll receive details of the Core Training Modules, which you can complete online.

TRAINING...

Is training provided and what does it involve?

All City Hosts will be provided with training before being able to volunteer. The training involves an initial induction session, followed by online training modules, which are self-led and can be completed in your own time. The informative modules will cover everything you need to feel confident in your role as a City Host, including:

- UK City of Culture values
- City Host behaviours
- Expectations for the role
- Safety and safeguarding

Once you've successfully completed the online training, you will be invited to attend a 'Get Ready' event, where you will collect your uniform and receive a final face to face briefing.

All essential training will be provided at no cost to the volunteer, and additional training may also be provided. If you do not have access to the internet, please contact us and we will support you with offline versions of the training.

Will I get a certificate for the training?

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

When can I book a Get Ready event?

Get Ready events will take place regularly throughout the year. You will be emailed with the details when you are eligible to book a place at a Get Ready event, but this may not be immediately after you complete your training. If you have completed your training and are waiting to book your Get Ready event place, we appreciate your patience.

I have been vaccinated. Do I need to take a COVID-19 test before attending a Get Ready event?

Please note, COVID related guidance may change for each event and will be updated in line with the latest Government guidelines. Currently, it is encouraged that volunteers involved in any indoor event take a Lateral Flow Test in the hours or day preceding the activity. Results do not need to be communicated to the team, except for a positive result to allow for rearrangements to be made. If a positive result is received, there is a legal requirement to self-isolate immediately and arrange a PCR test with the NHS for confirmation. Community testing sites can be found at: <https://www.gov.uk/find-covid-19-lateral-flow-test-site> or Home Test Kits can be ordered for free via <https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests>.

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, we ask that you think carefully about what is involved before applying and completing the training. Any uniform/equipment would be expected to be returned if you do not complete at least three shifts.

How many sessions do I need to volunteer for?

We ask that all City Hosts commit to volunteering at least 3 times throughout the year. Once you have attended a 'Get Ready' event, you will be able to view the shifts available to book on the dashboard of the Volunteer Portal. You can then select shifts that are suitable for you, at times that are convenient.

DEPLOYMENT...

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. You will be able to view all available events and book on to shifts through the Volunteer Portal.

Can I request to volunteer at specific events?

We intend for all volunteers to enjoy their deployment opportunities throughout the year, so consideration will be given to your area of interest. We added a list of interests/ passions to the application form and will use the information you submitted to help us understand which deployment opportunities you may prefer.

What if I sign up and cannot make an event?

We know 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 to cover your shift, and then potentially put you back in if circumstances change.

How long does each event shift last?

This can vary, but we'll let you know prior to you booking a shift. Where volunteers are available for longer shifts, there will be an opportunity to indicate this. A day event may have two, three or four shift patterns and you could 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, with 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 leaving one person on their own, we will contact the other volunteer in advance. If you arrive to a shift and there isn't another volunteer, there will be a contact number for you to reach the team 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. A telephone number will be provided for you to make contact in an emergency too.

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.

What uniform sizes are available?

The following sizes are available to select from in 'My profile' in the Volunteer Portal:

- X Small (Chest 91cm, Waist 71-76cm)
- Small (Chest 96cm, Waist 76-81cm)

- Medium (Chest 102cm, Waist 81-86cm)
- Large (Chest 107cm, Waist 86-91cm)
- X Large (Chest 112cm, Waist 91-96cm)
- XX Large (Chest 117cm, Waist 96-102cm)
- XXX Large (Chest 122cm, Waist 102-107cm)
- XXXX Large (Chest 127cm, Waist 107-112cm)

Will I have to wear a mask whilst volunteering?

We will be following all COVID-19 safety measures in place at the time so we will need you to follow the latest government guidelines. Currently, face masks are mandatory for all City Hosts (except for those who are medically exempt) for indoor events and in all instances where social distancing is not possible. Clear face masks are provided to all City Hosts along with uniform.

I have collected my uniform and it doesn't fit right. How can I change it?

We'll be arranging drop-in sessions shortly after each Get Ready event where uniform can be swapped. Details of these will be provided following each Get Ready event. If you have already attended a Get Ready event, please email cityhosts@coventry2021.co.uk so that we can arrange a time to swap yours.

BEFORE AND DURING A SHIFT...

Is parking available for events?

We encourage all volunteers and visitors to use public transport or car share whenever it is possible to do so. Complimentary parking for daytime shifts in the city centre has been arranged and we intend to source parking from the event organisers elsewhere where possible, but this cannot be guaranteed. If parking permits are available, they will be accessible via the Volunteer Portal by selecting 'City Host Information' and then 'Parking Permits'. Permits will be updated each month, so please ensure you have the very latest version printed to display in your car.

I am a disabled badge holder. Where can I park?

Barracks and Salt Lane car parks have 33 and 31 disabled bays respectively. Not all Council-owned car parks in the city centre have disabled parking bays (including City Arcade car park), so please check the individual sites to see what facilities they have available.

There are also [on-street disabled parking bays](#) across the city centre. On-street parking is free with no time restrictions for vehicles clearly displaying a valid disabled badge unless otherwise specified on the bay signage. Parking in Council-owned car parks is free for disabled badge holders as long as the badge is clearly displayed. Please note that normal charges apply in West Orchards Car Park. A map of all the parking bay locations in the city centre is available to [download here](#).

I am travelling to and from my shift by public transport. Can I be reimbursed?

Unfortunately, we are not able to reimburse individual travel expenses. We are aiming to provide support with local discounted offers for travel and will be in touch with all City Hosts when we have more information on this.

I am cycling to and from my shifts. Where can I leave my bike?

Bikes should be locked up securely at designated cycle bays around the city.

How do I check in and out of a shift?

Log into the Volunteer Portal and you should see your session on the main screen. This can also be accessed by selecting 'Events' from the menu and selecting the session. Once you've booked a shift it will

show as 'confirmed'. Click the 'Check in' button to change your shift status from 'confirmed' to 'attended'. Once you've done this, you've successfully checked in. At the end of your shift, click the 'Check out' button to sign out. Screenshots showing the process can be found on p21 of the [Volunteer Handbook](#). If you don't have access to the Portal on a smartphone, chat to your Team Leader who can sign you in and out instead.

Will refreshments be provided while on shift?

You should always come to your shift prepared with water and food if you wish. A branded refillable water bottle is provided along with your uniform for you to use.

For shifts over 4 hours long, a food offer/discount may be available. You will receive a notification from the shift booking system (Rosterfy) to confirm if your shift qualifies for a food/drink discount. To redeem the discount, you will be required to present the confirmation at qualifying vendors, must be in full uniform with your ID badge and must have completed a shift of over 4 hours on that same day. Full details will be provided in the pre-event information that you will receive.

What if a City Host on my shift doesn't arrive?

There may be a number of reasons why a City Host has not arrived for a shift. Make a note of the absent volunteer and report to the City Host Team as soon as you can.

What should I do if a visitor or City Host is taken ill?

It is not your responsibility to administer first aid. Report the incident to the designated First Aider, Security or Event Manager and make the area safe and accessible. If you are volunteering in a role with no Event Manager on site, report to the designated Welfare Point. If the incident is serious and requires immediate medical attention, call 999 and report to the City Host Team as soon as you can.

What should I do if a fight breaks out or there is public disorder?

Do not intervene. Keep a safe distance and report accordingly to your Team Leader, Volunteer Coordinator, Event Manager or Event Security.

What should I do if a visitor makes inappropriate comments, gestures or is aggressive?

Remain calm and empathetic and seek support from a fellow City Host or Team Leader. If the visitor verbally abuses you, advise that you will not be able to engage in conversation with them and report to the Volunteer Co-ordinator/Event Manager or City Host Team.

If I arrive at a shift and there is no Team Leader, Volunteer Coordinator or Event Manager, what should I do?

For large events or events that require a number of City Hosts based at different locations, we will aim to provide a Team Leader. However, not all event shifts will require a Team Leader. If there isn't a Team Leader on your shift, or one does not attend, please continue to follow the pre-event briefing instructions and briefing sheet to carry out your duties.

Outside of 'formal' events, such as the Transport Hub duties, there may not be a designated Event Manager. In these circumstances, please sign yourself into your shift and make yourself known to the relevant Welfare Hub. Detail of this will be provided in advance via your briefing sheet. The welfare area will be provided with the City Host Team emergency contact number if it is needed at any point.

How should I deal with finding a child who has been separated from their parent/guardian?

Don't lose sight of the child and approach with another City Host or Team Leader. Make contact with your Volunteer Coordinator/Event Manager to request additional support in dealing with the situation, so that you endeavour not to be alone with the child where possible. Although the child may be distressed, do not make any physical contact, however well-meaning. A reassuring tone of voice and smile is adequate. The Event Manager and/or Security/Steward will be responsible for implementing the lost and found children plan within a set event. If you are volunteering in a role with no Event Manager on site, report to the designated Welfare Point.

Who do I contact in an emergency while I'm volunteering?

If you are at an event with radio communication, use a Team Leader radio or contact a security officer to inform event control. Where that is not possible, you can contact the City Host team using the emergency number provided in your briefing sheet. This is for emergency use during events only.

BECOMING A TEAM LEADER...

What does the Team Leader role involve?

Team Leaders will have supervisory responsibility for small teams of City Host Volunteers, directly supporting the individual Event or Volunteer Managers. They will lead by example and help provide a positive volunteer experience for their team.

We encourage applications from those with experience in leadership and management roles or with more than two years' experience of volunteering regularly. Please view the [Team Leader role description](#) for further information.

How do I become a City Host Team Leader?

There is a tick box on the application form for those interested in becoming a Team Leader. If you select this box, you will be contacted with further details and may be asked to meet additional criteria before undergoing additional Team Leader Training. There will be opportunities throughout the year to apply to become a Team Leader if you decide you'd like to do so later.

Once I've been accepted as a Team Leader, how do I book the training?

Log into the Volunteer Portal and select 'Team Leader Training Event' from the menu. Then click 'Apply Now'. This will enable you to see all sessions available to book.

CONTACT...

If you have any further questions, please email cityhosts@coventry2021.co.uk or telephone 02476 998221 (option 6).