

CITY HOST TEAM LEADER

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.

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

Reports to:

Event/Volunteer/Location Managers.

Supported by:

City Host Volunteer Manager and City Host Operations Manager.

Responsible for:

Leading small teams of volunteers. 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.
- Attend City Hosts Leadership Training Module.
- 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:

- Opportunity to manage a group of volunteers, gaining leadership skills for management responsibilities in employment.
- As well as Mandatory Training, access to free extra 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:

We encourage Team Leader applications from those with experience in Leadership and management roles or more than two years regularly volunteering.

- Demonstrate experience in leadership, supervisory and/or management roles.
- Two or more years of regular volunteer experience.
- 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:

- **Effective leadership skills and attributes.** Ability to lead a team, excellent communication skills, ability to respond appropriately to a variety of requests for information & good administration skills.
- **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.

Team Leader Duties:

- Lead/supervise a small team of City Host Volunteers, working with the location event lead to help ensure volunteer location, duties and breaks are adhered to.
- Register attendance of the City Host Volunteer Team.
- Pass on key event briefing information to the City Host Volunteer Team.
- Respond to additional/change of requests to volunteer location and duties in accordance with the scope of the City Host volunteer role.
- Report any problems/concerns to the correct person on location and to the City Host Volunteer Manager where appropriate.

There will always be a City Host staff member "on call" for City Host Team Leaders to contact if required.

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.