

Title: Glasgow Ambassador

Volunteering at: Locations across Glasgow City Centre and around Hampden Park

Reports to: Glasgow Ambassador Programme Co-ordinator / Team Leader

Hours: Minimum 3 Shifts of up to 6 hours per shift / 2 training sessions and 1 test event.

- March and April 2012 – Glasgow Ambassador Training
- 13th May 2012 – Test Event (Women's 10K)
- 25th July 2012 – 3rd August 2012 – 2012 Olympic Events

Purpose:

Glasgow Ambassadors will be friendly and efficient hosts to spectators and other visitors to Glasgow during the Olympic Games, offering assistance to all – including those with accessibility requirements.

Duties:

1. To provide an initial point of contact for visitors and spectators to Glasgow during London 2012 Olympic events.
2. To deal with a range of enquiries in a confident manner, ensuring that visitors and spectators receive appropriate information and advice or are signposted effectively.
3. To pass any unresolved queries to a Glasgow Ambassador Coordinator for support/guidance as necessary.
4. To ensure that visitors and spectators are aware of local attractions and events/activities taking place in Glasgow during their visit.
5. To participate in all Glasgow Ambassadors training.
6. To ensure that all leaflets and equipment are maintained in a neat and tidy manner.
7. To carry out the duties of the post at all times in accordance with Glasgow Ambassador policies and procedures.
8. Glasgow Ambassadors will be welcoming the world to Glasgow.



Glasgow Ambassador Programme 2012 Role Profile

When completing the application form you need to demonstrate that your knowledge, abilities and experience match the requirements below, or that you have the potential to develop these qualities.

As a Glasgow Ambassador you should have excellent communication skills, a can do attitude and be supportive to all the visitors/colleagues you come into contact with.

Experience:

Desirable but not essential:

- Providing information to the public
- Supervisory experience
- Event experience

Skills and abilities:

Essential:

- Excellent verbal communication skills
- Ability to respond appropriately to a variety of requests for information
- Ability to engage with passers-by in a positive way
- Ability to learn interesting facts about Glasgow and to share these with visitors

Desirable:

- Able to work flexibly within a team
- To speak additional languages
- Ability to lead a team

Knowledge:

Desirable:

- Knowledge of Glasgow history / interesting facts about the City
- Awareness of London 2012 programme in Glasgow

Education and training:

Essential:

- Be able to communicate effectively in English
- You will have to attend all specified training and all aspects of the interview process.

In addition all Glasgow Ambassador's must meet all the specified criteria. For more information please visit:

www.glasgowlife.org.uk/sport/club-coaching-volunteering/AmbassadorProgramme



Glasgow Ambassador Programme 2012 Role Profile

As an unofficial 'face of the Games' for Glasgow, Ambassadors will be responsible for welcoming visitors to Glasgow and ensuring their safe movement between transport hubs and the Olympic venue in Glasgow, Hampden Park.

The highs...

You'll be performing a vital role, making sure spectators attending the events in Glasgow have a great experience of the city. You'll also get to meet and help people from all around the world, adding to their experience of the Games.

... and possible lows

You'll be working long days, up to 6 hours, often standing outside for extended periods. You won't get to see the field of play.

