

How many Glasgow Ambassadors will be needed?

Approximately 200

What will Glasgow Ambassadors do?

Ambassadors will be welcoming the world to Glasgow and sharing their passion for the city by welcoming visitors to the city during the Games. Ambassadors will have the opportunity to be a part of history, to make new friends and to create a legacy of volunteering in Glasgow.

Why is the minimum age to volunteer 18 years?

This is due to the nature of the roles and tasks Ambassadors will be undertaking.

How can I contact Glasgow Ambassadors?

If you have a question that is not included here, you can contact Glasgow Sport by emailing ambassadors2012@glasgowlife.org.uk or by calling 0141 287 5811.

Will I need to take time off work to be an Ambassador?

You will need to ask your employer for time off to volunteer, or you may need to use some of your own holiday entitlement. There will be shifts available during out of work hours and over weekends.

Can I apply with a friend, family member, or as part of a club?

No. Everyone who applies has to apply as an individual. We don't plan to group people based on friends, family or club membership.

Is it possible to job-share the Ambassador role?

No. Unfortunately job-share opportunities are not available.

Why do I have to wear a uniform?

You will be given an official branded Glasgow Ambassadors uniform. This will identify you and will make it easy for visitors to see who can help them. You must be willing to wear the official uniform at all times during your shifts.

Can I choose the area where I volunteer?

No, Glasgow Ambassadors will be placed where the project most needs them.



About volunteering

What is a volunteer?

Volunteering is simple. It's about giving your time to do something useful, without getting paid. In return you get the satisfaction of time and effort well spent. In addition, volunteering can be a great way to meet new people, learn new skills, and gain useful experience. And it's fun!

Find out more about volunteering: www.glasgowlife.org.uk

What do I get for volunteering as a Glasgow Ambassador?

You will have the opportunity to be a part of history, to make new friends and to create a legacy of volunteering in Glasgow.

In addition, Glasgow Ambassadors will be given:

- Glasgow Ambassador uniform including polo shirt, jacket, cap and bag.
- Refreshments during shifts
- Glasgow Ambassador training
- Celebration event

What other volunteering opportunities are available between now and London 2012?

There are plenty of volunteering opportunities in Glasgow

The following organisations are a great place to start:

www.glasgowlife.org.uk

www.volunteercentre.org.uk

www.sportscotland.org.uk

www.eventscotland.org

Can I volunteer if I'm claiming Jobseekers Allowance?

Yes but please refer to the attached link

<http://www.dwp.gov.uk/docs/dwp1023.pdf>



What's in it for me?

Will I be paid for my time while I volunteer as an Ambassador?

No. All Ambassadors will be giving their time for free.

Will I be able to claim expenses?

No, you won't be able to claim any expenses.

Will I be given meals while volunteering?

Yes. You will be provided with food and drink for each shift.

Will I get my transport costs paid for?

No. Unfortunately we are unable to cover travel cost.

I live outside of Glasgow will my accommodation be paid for?

No. Unfortunately, no accommodation costs will be covered. It will be up to the individuals concerned to make their own arrangements.

Can I keep my Glasgow Ambassadors uniform after the Games?

Yes, it is part of our thank you to you!

Will I get free tickets for events?

No, unfortunately we are unable to give Ambassadors free tickets to any events during Games time.

Can I put my experience as a Glasgow Ambassador on my CV?

Yes.

Will there be a recognition event for Glasgow Ambassadors?

There will be full recognition and celebration event for all Glasgow Ambassadors after the Games.

Skills and experience

What sort of person makes a good Glasgow Ambassador?

Someone with great people skills and a passion for Glasgow. Ambassadors will be the face of the city, and will come from a diverse range of backgrounds.

Please refer to the role description on:

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



Choosing when to volunteer

How many days do I have to volunteer for?

You will need to commit to a minimum of three days of volunteering. Each day will have a shift lasting a maximum of six hours.

Can I choose the dates I volunteer?

When you apply you can tell us your availability on Game dates to volunteer. If you are successful, you will be given a timetable of when you are required to volunteer during the Games period. Please give as much information about your availability as you can when you apply. Unfortunately we can not guarantee that you will be timetabled for the days you prefer.

Is there a maximum number of days I can volunteer?

You will be required to volunteer for at least three out of the seven dates during Games time. If you can volunteer for more than four please let us know this when you apply.

Do I have to volunteer for the full length of the shift?

Yes.

How long does each shift last?

Maximum of six hours.

Why do I have to volunteer for the full length of the shift?

Set hours will help us plan the shifts and make sure we have enough volunteers for each shift. All volunteers will have a designated break during each shift.

Will I be on my own?

No. All Glasgow Ambassadors will work in teams around each site. Each site will have an allocated coordinator.

Will I be with the same people for each shift?

Not necessarily, shift patterns and teams may change.

Will I have a supervisor? Who will be in charge?

During your shifts, your coordinator will be available to answer any questions you may have and help deal with any difficult situations.

Who will help me if I have problems while I'm volunteering?

Hopefully you won't have any problems, but if you do your coordinator will help you.

Will I have to deal with emergencies?

You will receive training on how to deal with emergencies, but your coordinator will be responsible for taking control should an emergency occur.



Will I be outside when I volunteer?

Yes. Most of the sites will be outside regardless of the weather. You will be provided with a jacket as part of your uniform.

Will I have to approach people?

Yes. You will need to feel comfortable and confident approaching anyone who looks as if they might need help or information.

Will I get designated breaks?

No. You will not have a designated break during your shift but breaks can be taken in consultation with your coordinator.

What can I do during my breaks?

You're free to spend your breaks however you wish, although as you will be wearing your Glasgow Ambassadors uniform, you might still be asked questions and for information even though you're taking a break!

Will the times I volunteer be the same every day?

Not necessarily but we will do our best to accommodate your needs and preferences as indicated on your application form.

When will I know my shift times?

By June 2012.

Will I be able to change allocated hours?

No. You will only be able to change your shift hours in the case of an emergency, as this will affect the other volunteers in your team.

Will I be able to park at the location where I volunteer?

No. Specific parking will not be allocated for Glasgow Ambassadors. We encourage all Glasgow Ambassadors to use public transport where possible to and from shifts.

