**The role of a Team London Ambassador**

Team London Ambassadors are the welcoming face of London and

provide a welcome by giving helpful, accurate and timely information to visitors and members of the public.

Ambassadors volunteer at one of nine information hubs based at the busiest tourist locations –answering queries and signposting visitors to transport routes and local attractions.

The qualities and commitment expected of an Ambassador and some of the key benefits and responsibilities include:

**Responsibilities**

* Assist anyone who asks a question in a helpful, timely and friendly way
* Help to make each interaction special, personable and memorable
* Provide advice and support to a range of different people including Londoners, tourists, people with disabilities, young people and those that do not speak English.
* Help to keep your information hubs (pod) looking neat and approachable
* Look after and maintain your uniform and accreditation pass
* Be willing to learn more about your location and beyond
* Listen and be respectful of your Team Leader

**Qualities**

* Willingness and ability to deliver an excellent level of customer service
* A love of London and desire to share this with others
* Self-motivated and pro-active attitude
* Willingness to work as a team and offer help to others
* Be practical and use common sense
* Respectful of others
* A commitment to equality and diversity
* A good spoken English communication skills
* Can listen carefully to requests from visitors
* Additional languages are welcomed

**Commitment**

* Attend a one-hour interview as part of the selection process
* Attend one full day foundation training and one-half day location training (Foundation training 18,19,20 May 2018 – Location training 22, 25,29 June 2018)
* Volunteer for at least five shifts lasting four and a quarter hours throughout the summer period 18 July – 2 September 2018

**Benefits**

* Be part of this rewarding and high-profile programme and help to show the world all that our great city has to offer
* Gain experience of customer service and tourist information in a fun and supportive setting
* Gain access to other Team London volunteering opportunities including at exciting sporting and cultural events
* Travel expenses reimbursed for Zones 1 – 6
* Subsistence allowance
* Uniform and accreditation

London's diversity is its biggest asset and we strive to ensure our volunteer community reflects London's diversity at all levels. We welcome applications from everyone regardless of age, gender, ethnicity, sexual orientation, faith or disability. Our Ambassador programme is currently under-represented by younger volunteers and those with disabilities and so we would particularly welcome applications from these groups.

We are committed to running inclusive programmes and want to ensure that all Londoners can get involved. Please get in touch if you would like to discuss any additional support needs and we will always do our best to accommodate them.

Please apply by completing this short online application: <https://volunteerbooking.london.gov.uk/vk/volunteers/registration.htm>

Closing date: **22 April 2018**

For more information about the programme or to discuss your application please contact: Team London Volunteer Team on 07850 097 068