

RECRUITMENT PACK

HOST CITY VOLUNTEERS ROLE PROFILE

Glasgow Host City Volunteers will be friendly and efficient hosts to spectators and other visitors to Glasgow during the Commonwealth Games.

Title:

Host City Volunteer

Volunteering at:

Locations across Glasgow City Centre and key travel routes

Reports to:

Glasgow Host City Volunteers Team / Volunteers Team Leader

Hours and key dates:

Minimum 4 Shifts of up to 5 hours per shift plus training sessions.

- May 2014 – Orientation Training
- June 2014 - Role Specific Training
- 23rd July 2014 – 3rd August 2014 – Games Time!

Host City Volunteers will:

1. Provide an initial point of contact and warm welcome for visitors and spectators to Glasgow during the Commonwealth Games.
2. Deal with a range of enquiries in a positive and confident manner, giving visitors and spectators information about what's happening in the city.
3. Pass any unresolved queries to a Host City Volunteers Team Leader.
4. Take care of all leaflets and equipment during shifts.

5. Carry out the duties of the Host City Volunteer role at all times in accordance with Glasgow Host City Volunteers policies.
6. Be enthusiastic about the Commonwealth Games and be knowledgeable about the city.

Essential criteria:

- Be over 16 years old by 01 January 2014
- Live, work, study or already volunteer in Glasgow
- Be able to communicate effectively in English or British Sign Language
- Be eligible to volunteer in the UK and provide proof of identity, such as: a passport; driving licence; birth certificate; or Application Registration Card (ARC)
- Be able to volunteer during 23 July - 03 August 2014 for a minimum of 4 shifts of up to 5 hours per shift
- Attend all specified training
- Complete a Self Declaration Form, or depending on your role, A Disclosure Scotland Form. The results of these checks will be confidentially taken into account when matching volunteers to roles
- Agree to photographic accreditation

The highs

You'll be performing a vital role, making sure spectators attending events in Glasgow have a great experience in 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 shifts of up to 5 hours outside. You won't get to see the field of play, but you will get to be part of the Commonwealth Games!

How do I apply?

1. Please read your Recruitment Pack carefully and consider your availability.
2. Return your Registration Form and Equal Opportunities Monitoring Form. After receiving your registration a member of the Host City Volunteers Team will contact you to discuss your registration in more detail.
3. You will find the forms at www.glasgowlife.org.uk/communities/host-city-volunteering/pages/default.aspx