

# MAYOR OF LONDON

## The Role of an Ambassador

Team London Ambassadors are the welcoming face of London and provide visitors with helpful, accurate and timely information at major tourist hot-spots during the busiest months of the year.



### Responsibilities

- Offer friendly and helpful advice to both tourists and locals
- Share the gems of our city
- Help to make each interaction personable and welcoming
- Support the public with up to date information and guidance, e.g. opening times, transport enquiries
- Proactively approach visitors who seem in need of assistance
- 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.
- Listen to and carefully follow instructions from your Team Leader or GLA staff
- Follow the Team London Code of Conduct at all times

### 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

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- Respectful of others with a commitment to equality and diversity
- Good spoken English communications skills
- Can listen carefully to requests from visitors
- Additional languages are welcomed

## **Commitment**

- Attend a one-hour interview as part of the selection process on 5, 6 or 7 April 2019
- Attend one-day foundation training on 27, 28 or 29 April 2019
- Attend half a day Location Training in June / July
- Volunteer for at least five shifts across the summer period

## **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 working in a team in a fun and supportive setting
- Improve your customer service and language skills
- 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.

Find out more by searching: Team London Ambassadors

Closing date: **Monday 18 March 2019**

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