

# MAYOR OF LONDON

## The Role of an Ambassador Team Leader

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.

As well as delivering the role of a Team London Ambassador to the public, Team Leaders provide support to a small team of Ambassadors and make sure their pod, location, team and resources are operating efficiently.



### Responsibilities

- Be the first point of contact at your location
- Open and/or shut down the pod and location each day
- Brief your Ambassadors at the start of each shift and thank at the end of each shift
- Support the team in assisting members of the public where possible
- Lead your team according to your training and the Team London code of conduct
- Take responsibility for the welfare, performance and motivation of the Ambassadors
- Ensure a smooth transition between shift patterns and breaks
- Resolve any problem or issue that may arise (or escalate to Team London)
- Act as first point of contact for complaints – from visitors and/or Ambassadors
- Create a log of any new information that is gathered whilst on shift to inform next Team Leader and teams on shift in the future
- Ensure sufficient visitor materials are available to your volunteers
- Enable the correct installation and use of IT systems
- Report daily on visitor interactions from your pod
- Report daily on health and safety checks undertaken
- Inform Team London of any incidents at the pod

### Qualities

#### General:

- 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 with a commitment to equality and diversity
- Good spoken English communications skills
- Can listen carefully to requests from visitors

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- Additional languages are welcomed

## Team Leader:

- Team Leading experience or ability
- Willingness to support others to learn and develop
- Flexibility and ability to adapt quickly to change
- Ability to handle difficult situations in a sensitive and confidential manner
- Working knowledge of email, Microsoft Word and Microsoft Excel

## Commitment

- Attend a one-hour interview as part of the selection process on 5, 6 or 7 April 2019
- Attend one-day foundation training (new Ambassadors only 27, 28 or 29 April 2019)
- Complete one day of Team Leader training (1 or 2 June 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 leading a team in a fun and supportive setting
- Support others to learn and develop through their volunteering experience
- 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: **Sunday 31 March 2019**

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