



Groundwork London Volunteer Role Description

Job Title: Team Westminster Ambassador
Responsible to: Volunteer Programme Coordinator
Location: Various locations within the Borough of Westminster

ROLE BACKGROUND:

The Team Westminster Ambassador Programme supports large and small scale public events by providing Ambassadors in the borough of Westminster. Events may range from small-scale community gatherings or walks to large scale public sporting events or concerts.

Ambassadors will be working alongside event organisers and other agencies such as the police, the ambulance service and security personnel to ensure the smooth delivery of the event.

MAIN OBJECTIVES:

- To provide a friendly and informative service to event goers and members of the public
- To support event organisers in their event delivery

KEY TASKS & RESPONSIBILITIES:

- To provide event and local information to members of the public and event attendees
- To act as on the ground eyes and ears, reporting any incidents which require following up
- To support event organisers by distributing maps / programmes / event information
- To steward / marshal event areas
- To act as a friendly face to members of the public and event attendees

OTHER RESPONSIBILITIES

- Volunteer with due regard for Groundwork's core values and objectives
- Ensure adherence to the Trust's relevant policies and procedures
- Ensure adherence to the Team Westminster Ambassador Code of Conduct

PERSONAL AND PROFESSIONAL DEVELOPMENT

- Identify skills needed with Volunteer Programme Coordinator and complete relevant courses where necessary
- Ambassadors can progress to a Volunteer Supervisor position to assist the Event Manager in coordinating and managing a team of Ambassadors at an event. In this position they will receive one to one mentoring and training in volunteer management.

[October 2015]

Person Specification

Note to Applicant: When completing your application form you should demonstrate/evidence the extent to which you have the necessary education, experience, knowledge and skills identified as required by the application criteria for the post.

(NB: Where items appear which have not been deemed Essential, you should assume they have been considered Desirable).

NB: Ensure CRB Check is included in the PS if it is a requirement of the position (Please delete before advertising the PS) See note after the following table and delete as required

Role Name: Volunteer Role									
Role Factors	Criteria No	Person Specification Criteria	Ranking	Criteria to be tested by the following documents and/or activities					
			E = Essential D = Desirable	Application Form	Interview	Presentation	Practical Exercise Test	Work Simulation Test	Certificates or Qualification
Education, Qualifications & Experience	1	Good level of spoken English	E	✓					
	2		E	✓					
Competencies	3	Commitment to Equality and Diversity and Health and Safety	E	✓					
	4	Have good interpersonal skills	E	✓					
	5	Be a good team player	E	✓					
	6	Reliability	E	✓					
	7		E						
	8		E						
	9		E						
	10		E						
	11		E						
	12		E						
	13		E						

Appointment to this role is subject to a basic criminal records check through Disclosure Scotland.