



# 2012

## WE WANT YOU

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**IN 2012, 8,000 LONDON AMBASSADOR VOLUNTEERS WILL WELCOME THE WORLD TO THE CAPITAL FOR THE OLYMPIC & PARALYMPIC GAMES.**

**WE'RE LOOKING FOR EXPERIENCED, SKILLED AND MOTIVATED MANAGERS TO DIRECT, ADVISE AND SUPPORT THESE VOLUNTEERS. THIS IS A UNIQUE OPPORTUNITY; YOUR CHANCE TO GET INVOLVED, PLAY A KEY ROLE IN THE VISITOR EXPERIENCE, AND MAKE YOUR MARK ON THE CITY AT GAMES TIME.**

**IF YOU'VE GOT WHAT IT TAKES AND ARE AVAILABLE AT GAMES TIME, YOU COULD BE PART OF IT...**

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**LONDON  
AMBASSADORS**

[LONDONAMBASSADORS.ORG.UK](http://LONDONAMBASSADORS.ORG.UK)



**The London 2012 Olympic and Paralympic Games is a once in a lifetime event, with millions of people visiting London, many for the very first time. As a proud host city we want to make sure that every single one of them has the best possible experience. As well as providing friendly and helpful advice to Londoners and visitors alike, London Ambassadors will help visitors enjoy the real London – not just the famous landmarks, but also the hidden gems and local favourites that Londoners know best.**

### **About London Ambassadors**

We received a fantastic response to our call for 8,000 volunteers to welcome the world to London during the Games.

### **What are London Ambassadors?**

- 8,000 dedicated, enthusiastic and knowledgeable volunteers
- Based around London at one of 45 visitor locations including landmarks, visitor hot spots, travel hubs and big screen events
- Covering the 53 days of the Olympic and Paralympic Games
- Volunteering for six consecutive days in five hour shifts

16,000 candidates are being interviewed this summer, with offers made to the successful 8,000 this autumn.

### **Where do I come in?**

To support the Ambassadors and the delivery of the programme at Games time, we need enthusiastic and experienced people to fill the following managerial positions:

- **Location managers** Each of our 45 sites needs a location manager to manage the site itself and the volunteers at that site
- **Area managers** To supervise the location managers and be a key part of the Games time communications network

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## **Location managers**

Each of our 45 sites requires a location manager. Primary responsibilities will include:

**Managing all Ambassadors volunteering at that site. The number of Ambassadors at any one site will vary, from around four at smaller sites, to 30 at larger sites.**

- Ensuring the smooth transition of volunteer shift patterns
- Briefing them at the start of each shift, de-briefing at the end
- Ensuring correct policies and procedures are adhered to
- Resolving appropriate problems and issues
- Motivating the Ambassadors

### **Liaising with the area manager**

- Ensuring timely and accurate upward communication
- Releasing reserve volunteers when needed

### **Operational effectiveness of the site**

- Ongoing interaction with other site services, eg the landowner and emergency services
- Ensuring sufficient visitor materials are available at all times
- Organising replacement uniforms and other volunteer equipment
- Ensuring full availability of all IT systems at the site/for the volunteers

### **Dealing with visitors**

- Acting as an Ambassador to visitors
- Supporting the Ambassadors with the public

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### **Area managers**

Each location manager will report into an area manager, who will be responsible for a number of location managers across one of six areas. Primary responsibilities will include:

#### **Pre-Games time**

- Establishing working relationships with other visitor services – eg, tourist information services – in the defined area, to develop a co-ordinated plan

#### **Games time**

##### **Managing the location managers**

- Resolving problems and issues that require escalation
- Supporting each location manager to deliver their own policies and procedures

##### **Communication link to the London Operating Centre, the central nerve centre for the City at Games time**

- Providing regular reports and ad hoc communication covering the Ambassadors programme and other visitor information services
- Receiving information from the Operating Centre and disseminating to the Ambassadors and other visitor information services
- Managing and resolving issues or escalating to the Operating Centre where appropriate

##### **Managing the area**

- Responsibility for the area office base (each of the six areas will have a central office base)
- Responsibility for the reserve volunteers based at each office
- Managing reserve Ambassador equipment and ensuring the timely deployment to each location as necessary
- Timely and collaborative communication with key stakeholders in each area
- Managing relations with local stakeholders providing visitor services in the area



## **Who we are looking for**

Both roles require similar skills and attributes.

You should be:

- an experienced manager/leader
- used to working under pressure
- highly collaborative
- a great listener and highly effective communicator
- high energy and enthusiastic about this opportunity
- a self starter with lots of self motivation
- able to commit the time needed to prepare for the role and Games time
- enthusiastic and excited about contributing towards making London the best host city of any Games

## **We are asking for**

- 5 full days (9am to 5pm) of your time between October 2011 and June 2012
- 20 full days between 20 July and 12 September 2012
- your approval for us to conduct a CRB check

**NB** many of the sites and all of the area manager roles require a double shift approach. We are still working through the exact detail, including days and hours, but the above time commitments are our best guide at this stage for both roles.

## **What we can give you in return**

We cannot pay you for this role, but we will offer you the following benefits:

- a once in a lifetime opportunity
- recognition involving the Mayor and other key Games personnel
- the opportunity to be involved in training the Ambassadors across the early part of next year
- daily travel allowance to cover your travel costs
- daily catering allowance, to a maximum value of £5 per day
- uniform and other accessories that you can keep after the Games
- training specific to your role, the Games and London
- insurance cover as part of the GLA insurance scheme

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### What do I do next?

If you're interested in becoming a location manager or area manager, please send us your CV and a covering letter including the following information:

- which role you're applying for
- why you want to do it and why you'd be suitable
- any questions you have

Please send to David Huse, Head of London Ambassadors Programme, at [david.huse@london.gov.uk](mailto:david.huse@london.gov.uk) by **15 July 2011**.

Please include the position you are applying for in the subject line of your email.

Alternatively, please post your CV and covering letter to:

David Huse  
City Operations  
Greater London Authority  
City Hall  
The Queen's Walk  
More London  
London SE1 2AA

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### Our timeline and commitment to you

**15 July 2011** - closing date for all applications.

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#### Week commencing 18 July 2011

Application sifting and shortlisting

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#### Week commencing 25 July 2011

30-minute interviews held for shortlisted applicants

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#### Week commencing 1 August 2011

CRB checks commence

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#### End August 2011

Offers made to successful candidates  
(subject to CRB checks)

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#### September 2011

Induction at City Hall for successful candidates

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