



**Volunteer Role Title:** City Hosts

**Purpose:** Swansea City Centre is going through hugely exciting times which is why we are creating the new City Host team for the City Centre. Our City Hosts would be on hand to welcome and guide shoppers, visitors and workers.

**Suggested activities:** Meet and greet, providing a warm, friendly and knowledgeable welcome to all city users. A human signpost who add value with their city centre knowledge. Helping with directions, public transport information and providing details of the best events and attractions in Swansea BID area/city centre. To be a visible presence on the streets of the BID area providing a link between the public and businesses by answering general enquiries. To monitor and if necessary report to the Manager or Supervisors any issues.

**Time scale:** 1 day per week. Regular committed volunteering will aid City Host team scheduling. Hours being office hours 9-5pm but with flexibility to change during seasons.

**Site:** Volunteers will be sited within the BID area busiest streets including transportation interchanges.

**Supervision:** Volunteers would have 1-2-1 supervisions every month, access to co-ordinator by phone, email and in BID area office.

**Qualities:** Enthusiastic, good communicator, likes talking, meeting and helping people, absolutely loves Swansea and its City Centre.

**Benefits:** Induction training, reimbursement of public transport expenses when receipts provided. Branded uniform provided. Develop new skills or practice old ones, help others, make new friends, get customer service experience, grow your confidence, make use of your spare time, help with employment prospects, enhance your C.V, flexibility to meet your personal circumstances. Become part of team Swansea at the most exciting times on growth and investment the City has seen in over 70 years.

If you are interested the please visit - [https://swansea.volunteering-wales.net/vk/volunteers/my\\_opportunities\\_info\\_ur.htm?pid=10066387](https://swansea.volunteering-wales.net/vk/volunteers/my_opportunities_info_ur.htm?pid=10066387) and/or email [apply@swanseabid.co.uk](mailto:apply@swanseabid.co.uk)