Role Overview

Accommodation Hub volunteers will be the primary point of contact for delegates from arrival to departure. Based at dedicated accommodation centres in Glasgow and Edinburgh, they will ensure that delegates’ experience of COP26 is of the highest standard.

Key Tasks

Volunteers will support the experience of delegates visiting Glasgow and Edinburgh for COP26 by:

- Giving information on schedule, transport, local amenities to the delegates while at the hotels
- Handling delegates queries related to the COP26
- Assisting in the reservation of meeting rooms and parking space for the teams
- Identifying any Accommodation & Transport specific issues and escalating where appropriate
- Reporting all issues arising to the appropriate staff members as required
- Confirming the Arrival/Departure details with appropriate staff member as required Participating fully in team meetings and briefings
- Being an ambassador for COP26 and the Host City
- Making the delegate experience memorable

What skills are we looking for?

- Friendly and outgoing manner
- Strong initiative and the ability to think on your feet
- Problem solving mentality
- Team orientated
- Empathy for the needs and behaviour of delegates from around the world
- Clear, confident oral communication skills
- Strong interpersonal skills
- Knowledge of Glasgow/Edinburgh
- Experience of volunteering in a similar role (desirable)
- Experience of managing challenges (desirable)
- Customer service experience (desirable)
- Language skills (desirable)