Role Overview
Transport Hub volunteers will be the warm welcome for delegates upon arrival at airports and train stations in Glasgow and Edinburgh, ensuring that their experience of the COP26 is of the highest standard.

Key Tasks
Volunteers will provide support to delegates in the COP26 experience by:

• Providing a warm welcome to delegates when arriving at airports and train stations
• Giving information on schedules, transport arrangements and local amenities at airports and train stations
• Handling queries related to travel and accommodation
• Identifying any Accommodation & Transport specific issues and escalating where appropriate
• 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

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
• Clear, confident oral communication skills
• Strong interpersonal skills
• Experience of volunteering in a similar role (desirable)
• Experience of managing challenges (desirable)
• Customer service experience (desirable)
• Language skills (desirable)