Protocol & Special Event volunteers will be at the heart of events and venues in Glasgow to support the hosting of meetings and gatherings for COP16. Based at various cultural venues across the city centre, volunteers will welcome delegates, community groups and members of the public to a range of activities, support the hosting of meetings and events for stakeholders from around the world and celebrate the local community and cultural showcase.

Volunteers will support the running of operational and event activity in Glasgow by:

- Welcoming guests and providing directional assistance in key locations so they are efficiently guided from the entrance to the relevant event area
- Be fully aware of venue layout and locations of facilities
- Manage the Welcome Desk, providing support and guidance to attendees
- Maintaining the look and feel of event, meeting and hospitality spaces
- Providing assistance and information to delegates and members of the public on an ad hoc basis throughout their time at Venue
- Providing administration support to the Event Operations team (such as preparing guest lists)
- Packing and distribution of VIP gifts at Venues
- Any other duties that will assist with overall operation for Protocol & Special Events
- 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
- Professional and diplomatic manner
- Knowledge of Glasgow
- Can cope well under pressure
- A keen and demonstrable interest in climate change
- Strong attention to detail
- Clear written and oral communication skills
- Customer service experience (desirable)
- Hospitality experience (desirable)