



TEAM LONDON
AMBASSADORS

HOW YOU WILL BE SCORED ON YOUR APPLICATION QUESTIONS

Please use clear and detailed examples and evidence for each question. These can be examples taken from personal life experience, other volunteering positions or paid roles.

1. Why do you want to be a Team London Volunteer? Include your motivations for this role, and the benefits you feel you will experience.

For this question we are looking for evidence of **motivation** and **experience**. The scoring criteria below will be used to assess candidates:

1	2	3	4	5
Doesn't seem to be motivated and provides no evidence of previous skills or experience related to the Ambassador role.	Is not very motivated and provides little evidence of previous skills or experience related to the Ambassador role.	Is fairly motivated and provides satisfactory evidence of previous skills or experience related to the Ambassador role.	Is motivated and provides good evidence of previous skills or experience related to the Ambassador role.	Is very motivated and provides excellent and detailed evidence of previous skills or experience related to the Ambassador role.

2. You are on shift at Piccadilly Circus, with three other members of the team. It is extremely busy, and you are all receiving lots of questions from members of the public. While a tourist approaches you to ask for directions, you notice a child is standing on their own. What would you do?

For this question we are looking for evidence of being **collaborative** and **trusted**. The scoring criteria below will be used to assess candidates:

1	2	3	4	5
Doesn't give any evidence of teamwork or being trusted in their approach	Gives limited examples of teamwork and/or being trusted in their approach	Gives satisfactory examples of teamwork but provides no outcome or	Gives good examples of teamwork with a brief outcome and was successfully	Gives excellent examples of teamwork, demonstrates the work carried out and clearly describes the

		being trusted in their approach	trusted in their approach	outcome. The candidate clearly describes how they were trusted in their approach.
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3. The Team Leader is new to volunteering with Team London, and has less knowledge than you at this location. How would you support them, and the rest of the team to have a successful shift?

For this question we are looking for evidence of **communication** and **inclusivity** We are looking for evidence that a message has been clearly communicated and a problem resolved in an inclusive and direct way. The scoring criteria below to assess candidates:

1	2	3	4	5
No understanding of various communication skills and styles, and no examples used	Limited understanding of the various communication skills and styles, and poor examples used	Shows some understanding of the various communication skills and styles and uses brief examples	Shows a good understanding of what skills are required to be a good communicator and uses some examples of how they have put this into practice	Excellent understanding of what skills are required to be a good communicator and uses detailed examples of how they have put this into practice

4. As an Ambassador it is important that you are familiar with the local area you are volunteering in. How would you effectively prepare for your volunteer shift?

For this question we are looking for candidates to express an interest in London and potential tourist attractions and or how they will prepare for their shifts via research and using materials provided to them. We are looking for **impactful** and **empowerment** in terms of skills here to research London and the variety of activities on offer. The scoring criteria below will be used to assess candidates:

1	2	3	4	5
No knowledge of London's visitor attractions or evidence of	Little knowledge of London's visitor attractions and	Some knowledge of London's visitor attractions and	Good knowledge of London's visitor attractions and	Excellent knowledge of London's visitor attractions giving excellent

how they know about the activity.	gives little or no information about why they would recommend it as a place to visit or research undertaken	why to visit however does not go into any detail	good information as to how they have researched information	reasoning as to what's nearby and how to get there. Good sources of information mentioned and detailed.
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Values

Impactful

We commit to making a positive difference to Londoners and offering a warm welcome to visitors. We will make our interactions helpful and appropriate to our audience and support current Mayoral priorities. We will regularly review the impact of our volunteer programmes and develop them in line with any learning.

Inclusive

We invite all Londoners to be part of our open and welcoming team. We value differences in our ways of thinking, working and our stories. We will celebrate the diverse communities that make-up our team and treat each other with the respect we all deserve.

Valued and Empowered

We will provide suitable training and resources for the role, and in return ask for commitment and enthusiasm. We will support volunteer development and collect regular feedback to help grow our programmes/centre volunteer voices in our programmes. We will celebrate successes

Collaborative

We are all one team working towards the same goal. We will communicate constructively, and work together to overcome any challenges. We will draw upon each other's skills, strengths and knowledge to achieve our common goals.

Trusted

We will all contribute to creating a supportive environment. We will hold each other accountable and communicate transparently. We will carry out our role to the best of our ability, and support each other through any difficulties