



host county of the  
Paralympic Games

**KENT  
GREETERS**  
GARDEN of ENGLAND

# Games Time Kent Greeter Coordinator

## Role Description & Person Specification





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## Summary of role

Games Time Kent Greeters will be deployed across Kent leading up to and during the Olympic and Paralympic Games. The role of the Greeter Coordinator will be to act as a communication conduit between the venue, the Visit Kent central team and the Games Time Kent Greeters.

## Responsible to

Project Manager - Kent Greeters

## Responsible for

Games Time Kent Greeters

## Financial accountability

None

## Responsibilities

### **Kent Games Greeter Coordinators should:-**

- > Develop a relationship, ahead of deployment, with the role holders designated Games Time Kent Greeters team via planned training, orientation and planning sessions
- > Ahead of deployment, participate in venue familiarisation visits and develop relationships with key members of venue teams
- > By example, maintain a motivated, active and effective team of Games Time Kent Greeters
- > Pro-actively encourage Games Time Kent Greeters to engage with the public at all times
- > Maintain communication with the team and the relevant operational partners, ensuring that up to date information is maintained at all times and Greeters are fully enabled to complete their role effectively
- > Ensure that the rostered Greeters arrive on shift on time with the correct uniform and information
- > Manage any resource issues with the support of the Project Manager and central Visit Kent team
- > Manage the well-being of the Games Time Kent Greeters at all times
- > Ensure effective handover activities are undertaken between each volunteering session
- > Present themselves in a professional and courteous manner
- > Maintain a presentable and tidy appearance
- > Ensure suitable levels of literature within the Information Pod, where applicable and ensure that it looks tidy



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Skills and Attributes	Essential	Preferred
Previous experience of supervising small teams of people	●	
Effective motivational and leadership skills	●	
Strong Communication Skills	●	
Excellent Team Work Skills	●	
First Class Customer Service Skills	●	
Ability to manage stressful situations	●	
Good knowledge of Kent	●	
Awareness of London geography		●
Self-motivated and self-starter	●	
Personable and Approachable	●	
Quick Learner	●	

Qualifications	Essential	Preferred
Good General Education	●	
Fully fluent in English	●	
Vocational Supervisory qualification		●
Second language (preferably near European)		●
First Aid Certificate		●
Customer Care certified training		●

