

London Ambassadors project report

This report captures volunteer's feedback about their experience as a London Ambassador Volunteer Recruiter with the Volunteer Centre Kensington & Chelsea (VCKC). It aims to provide a useful case study into the reasons people volunteered and the positive outcomes gained from their experience.

Headlines



The Kensington & Chelsea London Ambassadors recruitment team comprised of 14 Volunteer Centre staff, 43 volunteers and two Greater London Authority (GLA) Project Managers;



1212 London Ambassadors applicants were interviewed across 40 five-hour shifts, from 4th May – 10th June 2011 at the London Lighthouse (Ladbroke Grove, London);



Volunteers were recruited through an advert in *GuardianJobs*, an e-bulletin to all registered VCKC volunteers, word of mouth, promotion at drop-ins, the Job Centre and Camden Charities, referrals from Camden Volunteer Centre, the GLV volunteer pool and keen applicants enquiring about volunteering after their interview!



Two training days were delivered; one at the start of the project and one halfway through for new volunteers. Experienced volunteers provided continuous informal training for new volunteers throughout the project and we thank them for this;



ITV *Daybreak* came to film volunteers and applicants on the final day, as part of a wider feature about volunteering. This is great publicity for the London Ambassadors programme and was fantastic for team spirit;



At the end of the project, VCKC held a picnic for all staff and volunteers to celebrate its successful completion. Volunteers were presented with a certificate signed by the Mayor of London and a written reference.

The following feedback has been provided through volunteer feedback forms and emails:

Why did you decide to volunteer as a London Ambassador Volunteer Recruiter?

- “To be part of a fantastic, memorable and exciting project, to boost my confidence and gain motivation, and to put something back into society”
- “To gain HR and recruitment experience, and to be part of the Olympics experience”
- “An opportunity came up that will be good for my C.V. and will give me something to remember for the rest of my life”
- “To develop my English skills, get some experience and meet new people”
- “I am passionate about volunteering and wanted to be part of the Olympics history”.

Do you feel you gained what you wanted to from your volunteering?

- “I was nervous on my first shift but was looking forward to it at the same time. Now my nervousness is gone and I am more confident”
- “Yes, it was fun working with you all and it was a valuable experience. The staff and other colleagues were very supportive – I’m now looking forward to joining the team at Tower Hamlets”
- “I now feel good and confident, the team is amazing and helpful. Great, I’ve loved it!”
- “Yes, I love volunteering and it’s good for my mental health to be busy”
- “At first I felt a bit anxious and felt I could not possibly do this. But all this has turned around for good – I feel confident and sure!”
- “I have enjoyed my experience – I have gained valuable skills and feel lucky to have taken part in this process. I will continue to volunteer and encourage my children to volunteer in our community”
- “Yes, I’ve enjoyed meeting new people, bringing smiles to people’s faces and getting out of the house”.

Final thoughts from the volunteer team

- “It has been an absolute pleasure working on the London Ambassadors programme at K&C”
- “I really enjoyed this experience and will definitely keep my eyes on the Volunteer Centre website in the future”
- “Thanks for all your efforts in managing the whole event. It was wonderful to be able to help with the recruiting process”
- “I think you can congratulate yourself on a job well done. It is not a straightforward process marshalling a mixed band of volunteers over an extended period”
- “Thanks so much for the wonderful time with the team, it's been awesome!”
- “I’ve enjoyed everything, but most of all meeting all you wonderful staff and volunteers”
- “This is one of those opportunities that you should be part of!”
- “Thank you to K&C Volunteer Centre for the opportunity to be part of London Ambassadors, it has been a refreshing and enriching experience”
- “Great training, approachable staff and we’ve all been well looked after. Thank you!”
- “Thank you to all the people at the Volunteer Centre who helped make the Ambassadors Recruitment such fun”
- “Thanks to everybody for giving us the confidence to do things in such a lovely environment and empowering us to deliver activities on our own. It’s been one of my life's most memorable experiences and I will not forget lovely people like you and all volunteers so thanks again”
- “Thank you so much to everyone for organising and providing such a lovely picnic! It was a great pleasure working with you all and was a brilliant introduction to volunteering with K&C. I shall definitely be back at the end of the summer to see how I can get involved in something locally in the autumn”.