

ROLE SUMMARY

Role title:	Wellington City Ambassador
Reports to:	Wellington isite Branch manager
Date:	September 2026
Purpose of role:	The purpose of the Wellington City Ambassadors (WCA) is to provide a friendly and informative welcome to visitors and to promote Wellington as a cruise-friendly destination in New Zealand. You are expected to: • Provide information and assistance to visitors, including directions and transport information. • Assist Wellington isite staff as appropriate to ensure the smooth flow of visitors through various areas of the city. • Minimise the congestion at key tourist destinations by ensuring visitors have the correct information (directions, shuttle departing times, Cable Car costs/duration, Botanic Garden access etc.).

ROLE DESCRIPTION

Key Information

Time Commitment

- Actively participate in the programme from October 2024 to May 2025 throughout the duration of the cruise season.
- To adequately support Wellington during the busy tourist season, we need volunteers to commit to a minimum of 7 shifts between October 2025 and May 2026 for the cruise season
- WCAs are encouraged to take a 15-minute break during each shift that exceeds 2.5 hours.
- A WCA requirement is the ability to stand for a maximum of 4 hours for each rostered WCA shift.

Training

- Before we can roster you as a volunteer, you will need to attend pre-season training sessions to understand the purpose of the Wellington City Ambassador role, gain knowledge on local tourism products/services, enhance your general city knowledge and understand WellingtonNZ's expectations.

Support and Supervision

- On any given cruise day, your key support contacts for the shift will be listed on the cruise day brief. This will be sent ahead of your shift.
- On any given cruise day there will always be a minimum of one Wellington City Ambassador Supervisor rostered.

Technology

- A WCA requirement is having regular access to a computer/tablet or smartphone with the internet, as we use email newsletters & Teams for important updates and means of communication.
- We ask all WCAs to be confident users of mobile phone and be accessible by email.

Uniform Standards

- Wear your supplied uniform in a neat and tidy manner.
- Provide your own tidy neutral-coloured trousers or shorts e.g. black, beige or blue.

- Wear comfortable footwear, suitable for standing for a maximum of 4 hours for each rostered shift.
- Ensure your name badge is worn in a professional manner on your shirt or jacket. Additional warm layers or undergarments must be worn in a tidy and professional manner underneath your branded uniform.
- Your name badge must be worn to all functions, famils and events when representing the Wellington City Ambassador Programme.
- Uniforms supplied remain the property of WellingtonNZ and must be returned washed and folded on completion of your time in the programme. If you require a change of size to your uniform, this must be swapped out with current uniform.

Health, safety, wellbeing and compliance

- Actively identify any health and safety risks to yourself and others, and report these to the isite Branch Manager.
- While volunteering, take reasonable care for your own health and safety and ensure what you do does not negatively affect the health and safety of others.
- Comply, as far as you possibly can, with any instructions, policies, procedures, or guidelines given by the isite Branch Manager in relation to health, safety and compliance.
- Report any potential hazards or risks to health and safety or the environment as soon as possible to the isite Branch Manager, who will act to minimise or mitigate the potential hazard or risk.

Competencies: specific skills, trails and competencies necessary to be successful in the role.

Competency	Description of competency
Your skills and experience	• Have a good general knowledge of Wellington. • Show up to all your rostered duties.

- If you're unable to volunteer, advise the isite Branch Manager at your earliest convenience so alternative arrangements can be made.
- Support fellow volunteers by working as a team, helping each other when required, cooperating with one another, ensuring everyone has their 15-minute break but ensure adequate cover is still available.
- Be approachable and feel comfortable approaching visitors.
- Provide a warm Wellington welcome - even on a cold Wellington Day.

Key Activities:

Location	What you will be doing
Cruise ship shuttle stops	MORNING (AM) SHIFT • Your role is to greet and assist cruise passengers as they disembark the shuttles and assist less-abled cruise passengers. • If in use, check if cones and flags are put out. If they're not there, phone your isite Branch Manager or WCA Supervisor. • Direct cruise passengers to the Wellington isite Visitor Information Centre to book any tours etc. • Work as a team with other volunteers and comfortably approach cruise passengers to ask if they require your assistance. AFTERNOON (PM) SHIFT • Ask cruise passengers how their day in Wellington was. • Advising them of the last shuttle time back to the cruise ship.
Cable Car Lane	• Spreading out throughout the Lane, to ensure all cruise passengers waiting can seek your assistance.

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- Let cruise passengers know approximate wait times / advising them to return later when queues are minimal.

Top of the Cable Car

- Direct passengers to their desired activity such as: the Cable Car Museum and shop, Space Place, the Perfumery, the Tree House and gift shop, toilets, and the downhill path through the Botanic Garden.
- Use the large Botanic Gardens map to show cruise passengers a variety of tracks they can use to walk around the gardens. The orange track is the main downhill walk, that goes via the Rose Garden and returns to the CBD.
- You can access the garden shed for brochures and to store your belongings. **The WCA Supervisor has the code to this shed.**

Botanic Garden, Glenmore Street entrance

- Located at the bottom of the Botanic Gardens inside the Founders Entrance Gate on Glenmore Street.
- Your role is to greet visitors who have walked through the gardens and direct them to the Rose Garden, Begonia House, Picnic Café, Tinakori Road or the pathway via Bolton St Cemetery returning to the CBD.

Rovers

- You volunteer in pairs and walk a set route around the city helping any visitors get to their destinations.
 - The Roving position starts at the Wellington isite. There you will be met by a WCA Supervisor who will show you where you can store your belongings.
 - Please wait for your buddy, you **MUST** work in pairs. If your buddy does not show up, talk to the Supervisor or a member of the isite team.
 - Do the loop at least once, then take your 15-minute break together and set off again.
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Values: our purpose and values which bring to life WellingtonNZ's aspired culture.

Purpose	• To make the Wellington region thrive as a place to live, visit, study, work, do business, and invest
Better together	• We are collaborative • We back each other • We celebrate our differences and experiences • We create and share ideas together • We focus on teamwork and empower individual brilliance
Passionately curious	• We are brave • We think differently and give it a go • We seek to understand before being understood • We embrace the possibilities of tomorrow
Choose joy	• We bring and share joy in our work everyday • We celebrate our wins and learn from our losses • We have fun and get the mahi (work) done • We give praise and recognition