

# Volunteering

A way to learn new skills, access training opportunities and progress onto employment

## Ian's Story

Ian was a London ambassador in 2012/2013 and had the opportunity to visit the Park during the Olympic and Paralympic Games. He immediately felt he wanted to be involved in the Park as part of the London 2012 Legacy. Ian started volunteering as a Park Champion Team Leader in 2013.

In March 2015, Ian's volunteer role within the programme expanded to Customer and Mobility Service. His dedication, impeccable knowledge of the Park and outstanding customer service were quickly acknowledged by the team.

In August 2015, Ian was offered a role as part-time Customer and Mobility Service Duty Manager.

Ian said:

"I am very passionate about the park as a result of visiting during the Olympics. When the opportunity rose to be a Park Champion, I jumped at the chance; luckily the Duty Manager job came along later to allow my involvement to increase. I feel very lucky with my office overlooking the Aquatics Centre; if the weather is wet I am indoors, when sunny I benefit."

**Full Name:** Ian Monteath | **Age:** 62 | **Borough:** City of Westminster

**How he first got involved:** Park Champion in 2013

**Starting situation:** Following a career in aviation, Ian volunteered whilst waiting for a suitable job

**Current situation:** Part-time Customer and Mobility Service Duty Manager

**Next steps/aspirations:** Ian wants to keep providing the high quality customer service he is proud of in a Park he is very passionate about. Ian is also looking at building on his skills including British Sign Language to improve the service he provides.

