

## Position Description

<b>Job Title:</b>	Animal Nursery Assistant
<b>Reporting to:</b>	Animal Nursery Manager/Supervisor
<b>Time Commitment:</b>	15 Volunteers per shift per day Wednesday 21 September to Sunday 2 October: 9am – 1pm 12.30pm to 5pm 4.30pm- 7.30pm

### About the organisation

Melbourne Royal® is a member-based, not-for-profit organisation that promotes the development of agriculture and has been enabling communities to celebrate and showcase their passion since 1848.

The organisation has a long and proud history and its best known event is the Melbourne Royal Show, which showcases and connects food and fibre producers to the community.

Melbourne Royal's vision is to be globally recognised as a seal of excellence, highly valued for:

- Showcasing food and beverage, produce and producers
- Presenting premier events
- Developing and activating vibrant event spaces

Melbourne Royal's five key strategic pillars are Awards and Competitions, Venue (Melbourne Showgrounds), Melbourne Royal Show, People and Sustainability.

### About this role

To provide assistance to Nursery Manager in engaging with Show patrons, this includes assistance with crowd movement at entry and exit points, maintain the queue and lines where needed, pram parking, ensure area is kept neat and tidy and animal pens.

### Key responsibilities

- NURSERY ASSISTANTS WILL BE ROTATED BETWEEN TASKS AND LOCATIONS INCLUDING:
- Main Entry Door /VIP Entry (Can be inside or outside)
- Meet, greet and direct people to the entrance and queue lines
- Inform patrons that no food or drinks will be allowed inside the animal nursery
- Provide directions to pram parking area
- Manage the queue and crowds where necessary

#### Pram Parking Assistant

- Direct and greet people with prams to a parking spot
- Keep the pram parking area in orderly and clean manner
- Help people park prams to maximise space within the area
- Ensure people are not leaving valuables in the prams
- Ensure people understand that all care but no responsibility is taken for damage or lost items to and from the prams

- This area can have up to 120 prams parked at any one time, it is vital to park within the spaces marked out on the floor

#### Animal Nursery Pen Entry Gate (Inside the pavilion)

- Greet people and open the gate for them
- Stop people from taking food and drink inside the pen
- Make sure the gate is being used for entry only
- Stop animals from running out the gate (this requires touching and redirecting some animals) This role is hands on
- Give directions to people about the exit and hand wash

#### Animal Nursery Pen Exit Gate (Inside Pavilion)

- Greet goodbye to patrons as they leave
- Give directions to hand wash area
- Ensure the gate is used for exit only
- Stop animals from running out of the exit gate (this requires touching and redirecting the animals)
- Collect empty feed cups from people before they exit

#### Nursery Patting Pen Supervisor

- Ensure people aren't mistreating, annoying or chasing the animals
- Pick up rubbish so the animals don't eat it
- Pick up empty feed cups and return to feed shed
- Ensure there is no food or drink within the pen
- Find any lost children and take them to the Feed shed for an announcement
- If any animal is in distress please inform animal nursery staff straight away

#### Exit / Hand wash Area

- Direct people to sinks to wash their hands
- Ensure sinks are not clogged with paper towel
- Ensure paper towel and soap is filled up
- Make sure people don't try and enter through the exit hand wash area
- Great people skills – enthusiasm and willingness to engage with Show patrons.
- Keep the area in a clean and tidy manner

### **Key competencies of the role**

- Great people skills – enthusiasm and willingness to engage with Show patrons.
- Ability to take direction
- Experience working with children and/or animals preferred.
- Be proactive in engaging with show patrons, polite and courteous.
- An ability to stand for long periods of time.
- Must be comfortable being around animals.
- Must be proactive and diligent person
- Must be capable of giving direction to large crowds of people

### **Outcomes/ Goals**

- High levels of volunteer and customer satisfaction
- High levels of interaction between volunteers and Show patrons
- Volunteers will get experience dealing with large crowds of people, dealing with animals and children.

### **Training and Support Plan**

- Online Occupational Health and Safety Induction
- Volunteer Briefing prior to shift
- Ongoing support provided by Volunteer Team Leader

## Benefits

- Opportunity to be part of an iconic Australian event
- Industry engagement and networking
- 2 x Show Tickets for each shift worked (one to be used by volunteer for entry on the day they volunteer)
- And other great benefits

## General Information for Volunteers

### Transport

- Volunteers will be responsible for their own transportation to the Royal Melbourne Show and costs associated
- Volunteers will need to decide what is their best travel method to get to the Show on time for their start of their shift

### Uniform

- Volunteers will be supplied with a Volunteer vest upon arrival which will need to be returned at the end of their shift
- Under the vest volunteers will need to wear their own **white or black** long sleeve t-shirt, shirt, jumper or all three depending on the weather and **clean blue or black jeans**
- You will need to wear comfortable, and practical black or brown closed-toe boots for the duration of your shift.
- **Please no branding on your clothes.**

### Personal items

- It is suggested Volunteers bring minimal personal items with them to the Show, some lockers will be available to store volunteers' items at Volunteers' HQ.