

Position Description

Job Title:	Spotlight Create Space Assistant
Reporting to:	Volunteer Team Leader Pavilion Coordinator, Spotlight Create Space Staff
Time Commitment:	22 September – 2 October: 10.30am – 2pm, 1:30pm – 5pm

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 it's 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

The Spotlight Create Space is a hands-on workshop area that changes activities daily. It is managed by two paid staff members and volunteers act as their support staff.

There is a unique craft project on offer every day. Volunteers will be given guidance as to how to assist show patrons with the project.

Key responsibilities

- Take instructions from Spotlight Create Space staff
- Ensure smooth transition for workshop patrons
- Liaison with Create Space artists during their set up, facilitation and pack down
- Crowd and queue management, including social distancing if appropriate
- Resetting tables
- Ensure craft supplies are as clean and as organised as possible
- Keep area safe and tidy
- Be friendly helpful and engaging with patrons and colleagues
- Assistance with other spaces in the ACC pavilion (Inspiration Space, Open Bench or Exhibits) during quiet periods

Key competencies of the role

- Good people skills – enthusiasm and willingness to engage with Show patrons
- Helpful and friendly demeanour
- Ability to take direction
- Ability to stand on feet for long periods of time
- Must be comfortable engaging with children

Outcomes/ Goals

- High levels of volunteer and customer satisfaction
- High levels of interaction between volunteers and Show patrons

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 experience, engagement and networking
- Networking opportunity with Create Space, Inspiration Space and Open Bench artists
- 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 ensure there is 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.