

Position Description

Job Title:	Team Leader Coordinator and Volunteer Program Assistant
Reporting to:	Project Manager - Volunteers
Time Commitment:	4+ days, Tuesday 21 Sept - Sunday 3 Oct, 8am – 4pm, 2pm – 9:30pm

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

The purpose of this role is to assist with the smooth participation of volunteers at the Melbourne Royal Show. This role includes:

- Providing guidance, support, encouragement and resources to the Show volunteers
- Liaising with relevant Venue Coordinators

Key responsibilities

Pre-Event (optional):

- Assist with volunteer team recruitment and interviews.

At Event:

- Assist with daily volunteer management from volunteers' briefings prior to volunteer shifts, volunteer team sign-in and -out processes, to ongoing issue management and looking for opportunities to improve each day's processes
- Liaise with the Team Leader crew and be their point of contact on all volunteer matters
- Ensure volunteer rosters are being followed, confirming all required volunteers are accounted for
- Provide supervision, guidance, support and encouragement to volunteers
- Offer advice and information to volunteers as required
- Communicate with Volunteer Program Manager and volunteer Team Leaders via two-way radio as required
- Problem solving – liaise with Volunteer Program Manager to troubleshoot any issues as they arise.

Key competencies of the role

- Experience in dealing with a range of diverse people
- Excellent communication skills
- Ability to follow direction

- Ability to give direction to other volunteers as required
- Ability to problem solve
- Ability to deal with sensitive situations

Outcomes/ Goals

- High levels of volunteer satisfaction
- High levels of Venue Coordinator satisfaction
- Volunteer roles are being carried out effectively

Training and Support Plan

- Mandatory volunteer briefing
- Two-way radio training
- Occupational Health and Safety Online Induction
- This role will be supported by the Volunteer Program Manager

Benefits

- 1x Melbourne Royal membership
- Opportunity to be a part of Melbourne's most iconic event
- Strong experience in volunteer management and team leadership
- Great opportunity to work within a diverse organisation and a popular venue used for a large variety of events year-round
- Great opportunity to work alongside a great variety of event professionals and contractors, making valuable and useful connections for future professional opportunities.