

Position Description

Job Title:	Town Square Assistant
Reporting to:	Volunteer Team Leader Town Square Stage Manager
Time Commitment:	4 x Audience/Stage Assistance Volunteers – Town Square 10am to 2.00pm 4 x Audience Assistance Volunteers – Town Square 1.30pm to 5.30pm (4hrs) 4x Audience Assistance Volunteers – Town Square 5.00pm to 9.00pm (4hrs)

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

Provide `front of house` assistance to the Town Square Stage Manager. Inform the public of shows, facility locations, meet and greet queue locations, and other FOH and BOH responsibilities as directed by the Stage Manager.

Key responsibilities

- Assist the audience in the Town Square stage area with stage programming schedule enquiries, etc
- Help keep seats orderly and dry
- Meet & Greet queue management with Stage Manager/Assistant Stage Manager
- Manage child seating at front of stage areas
- Inform Stage Manager of rubbish build up, broken chairs etc in area
- FOH responsibilities as directed by the Stage Manager
- BOH responsibilities e.g. assisting main stage performers, as directed by the Stage Manager

Key competencies of the role

- Great communication skills
- Customer service experience
- Excellent people skills – enthusiasm and willingness to engage with Show patrons
- Helpful and friendly demeanour
- Ability to take and give direction
- Valid Working With Children Check

Outcomes/ Goals

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

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.