

Position Description

Job Title:	Volunteers Headquarters Manager & Assistant
Reporting to:	Project Manager- Volunteers
Time Commitment:	Must commit to 3-4 consecutive days Thursday 22 September to Sunday 2 October 2022. 8 am to 4 pm or 3 pm to 9pm

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 support the Volunteer Management Team by managing the Volunteer Headquarters and being available and willing to run any necessary errands during the day.

Key responsibilities

- Keep the Volunteer Headquarters neat, tidy and well –stocked
- Manage inventories and arrange deliveries/collections as necessary
- Provide friendly customer service and support to Royal Melbourne Show volunteers
- Problem solving - Liaise with Volunteer Program Management team to troubleshoot any issues as they arise

Key competencies of the role

- Must be 18 years old and over
- Customer service experience or strong interest
- Experience in dealing with a range of diverse people
- Excellent Communication Skills
- Ability to follow direction
- Ability to problem solve
- Ability to deal with sensitive situations

- Valid Working With Children Check

Outcomes/ Goals

- High levels of volunteer satisfaction
- Volunteers Headquarters runs smoothly and effectively

Training and Support Plan

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

Benefits

- 1 Melbourne Royal Membership
- Opportunity to be part of an iconic Australian event
- Industry engagement and networking
- 2 x Show Tickets for each day worked
- And other great benefits