

Position Description

Job Title:	Volunteers Team Leader
Reporting to:	Project Manager- Volunteers
Time Commitment:	Must commit to 3-4 consecutive days Thursday 22 September to Sunday 2 October 2022. 8.30 am to 5.30 pm or 12.30 pm to 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 Royal Show. Role includes providing guidance, support, encouragement and resources to the Show volunteers and liaising with relevant Venue Coordinators.

Key responsibilities

Pre-Event:

- Assist with volunteer team recruitment and interviews

At Event:

- Assist with volunteer briefings and volunteer team sign-in and -out processes.
- Take volunteers to their designated areas.
- Liaise with Venue Coordinators and be the point of contact for all volunteer matters relating to the assigned area.
- Provide supervision, guidance, support and encouragement to volunteers (e.g. ensure volunteer rosters are being followed, make sure volunteers are accounted for, ensure volunteers have adequate breaks as per roster, monitor the activities of volunteers in designated areas to ensure tasks are carried out effectively and accurately, offer advice and information to volunteers as required, etc.)
- Communicate with Volunteer Program Manager and other 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

- 18+ years old
- Experience in dealing with a range of diverse people
- Excellent communication skills
- Ability to follow directions and give directions to other volunteers as required
- Ability to problem solve
- Ability to deal with sensitive situations
- Holds a valid Working With Children Check

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 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