

Position Description

Job Title:	Activation Assistant
Reporting to:	Volunteer Team Leader Commercial & Exhibitor Manager / Entertainment Manager / Sponsorship Manager
Time Commitment:	22 September – 2 October 2022 (Daily) 2 x Activation Assistants – 9.00am to 1.30pm - Location TBC 2 x Activation Assistants – 1.00pm to 6.00pm - Location TBC 2 x Activation Assistants – 5.30pm to 10.00pm - Location TBC

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. Inform the public of activation features, facility locations, meet and greet queue locations, and other FOH responsibilities as directed by the Manager.

Key responsibilities

- Assist the audience / show patrons with general enquiries relative to location or activation, etc
- Help keep locations orderly and tidy
- Meet & Greet queue management with Manager
- Assist with distribution of activations collateral or product (e.g. fruit, brochures etc.)
- Communicate with relevant Manager of any queries or requirements from activation client
- Other FOH responsibilities as directed by the Manager
- Assist with ad hoc collection / delivery 'running' to and from specified locations

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 Melbourne Royal 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.