

Position Description

Job Title:	Milking/Shearing Assistant, Farmyard assistant, Craft Assistant
Reporting to:	Volunteer Team Leader Pavilion Manager / Activity Coordinator (Briefing held in Farmyard)
Time Commitment:	9 per shift per day <ul style="list-style-type: none"> • Farmyard – 2 people • Milking Barn \ Shearing – 4 people • Craft – 3 people 22 September – 2 October: 9am – 1pm, 12:30pm – 4:30pm

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

To provide assistance to Area Manager and to assist show visitors and children with the Farmyard Experience, Queuing assistant for the milking barn / shearing queuing areas and assistants with craft areas.

Key responsibilities

- Greet children and parents and invite children to participate in activity;
- Ensure the smooth running of the queue and that it stays in an orderly manner
- Effectively manage the queue for activity, making sure that parents and children know that they must wait to have their turn at the activity station;
- Assist the area coordinator with ensuring the activity area is maintained in a neat and tidy manner and isn't messy e.g.: put away equipment and put rubbish in bins;
- Ensure children wash their hands after the activity, wherever necessary; and
- Other ad-hoc duties as required.

Key competencies of the role

- Good communication/customer service skills
- Willingness to actively engage with children and show patrons
- Helpful and friendly demeanour
- Ability to take direction
- Ability to stand on feet for long periods of time
- Must be comfortable to be around children and animals

Outcomes/ Goals

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

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.