Volunteer Role Description

Volunteer role: Blacktown Arts Centre Volunteer – Receptionist/Customer Service

Volunteer name: 

Section: Arts and Cultural Development Unit

Directorate: Sustainable Living

Supervisor: Coordinator Operations and Administration

Purpose of Volunteer Role

• To support the Council in its vision to be diverse, dynamic, progressive - A City of Excellence.
• Continue to enhance Council’s image as a premium Customer Service Provider.
• Promote contemporary arts through Blacktown Arts Centre and to the wider community.
• Provide support to Blacktown Arts Centre through reception duties and quality customer service.

Qualifications and experience

• Experience working as part of a team.
• Demonstrated effective communication skills.
• Awareness of community and cultural organisations and services.
• Experience using telephone systems.
• Experience using a range of computer applications and programs.
• A welcoming, helpful and receptive manner.
• Display a professional appearance and attitude.
• Willingness to learn new skills.
• An appreciation of contemporary arts and culture.
• Confidence in providing customer service to visitors who speak language other than English.

Key Accountabilities

• Perform duties relevant to the position efficiently, effectively and safely.
• Attend relevant training including Code of Conduct and WHS training, and other training as required.
• Be familiar with, and ensure compliance with, Council’s WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work areas.
• Act in accordance with the NSW WHS Act 2011, WHS Regulations 2011.
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- Adequately familiarise themselves with their WHS responsibilities and actively fulfil these as indicated in Council's WHS Volunteer Handbook WHS008.09.
- Commit to and comply with Council’s Code of Conduct.
  As a volunteer you are a representative of Council and breaches of the Code of Conduct on your behalf could jeopardise your volunteer relationship with Council and compromise Council’s reputation.
- Will not harass, discriminate against, or support others who harass and discriminate against volunteers, staff, members of the public or visitors.
- Must not be under the influence of alcohol or drugs whilst volunteering.
- Must not make media comment about Council matters.
- Alignment with the principles and vision of Council.
- Any information you come across in the course of your role is owned by Council and is strictly confidential, and will not be discussed with any person.
- Promote the positive image of Council in dealings with visitors or members of the public.
- Be punctual and advise staff when you are unable to attend as agreed.
- Seek to conserve and enhance our local environment, in consideration of Council’s environmental sustainability policy through our work practices, programs and services.
- No documents, other than publically available information, to be removed from Blacktown Arts Centre.

Duties

- Adhere to Council’s Work Health and Safety Policy POL100.
- Any work or duties undertaken is carried out in a voluntary capacity, and as such, there is no remuneration.
- Attend 1 shift per week.
- Provide information about the Blacktown Arts Centre program.
- Administration and reception duties including:
  - answer and transfer calls;
  - refer messages;
  - provide program and information about the program to visitors;
  - ensure reception area is kept tidy and collate information for visitors.
- Attend monthly program launches every 6 months.
- Attend regular artist’s talks and other relevant program information sessions.
- Assist as gallery invigilators.
- Assist with large groups as required.
- Monitor artworks for damage including insect infestation and potential damage and breakage.
- Turn lights on/off as required.
- Answer back door to visitors.
- Sign in trade/delivery personnel.
- Assist with mail outs as required.
Selection Criteria

- Have the ability, skills and attributes to be able to perform the role as detailed in the Purpose of Role and Duties.
- Strong commitment to a customer focused service.
- Efficient administration and reception skills.
- Commitment to attend 1 shift per week.

Volunteer read and signed: ___________________________ Date: ___________________________

Authorised by supervisor: ___________________________ Date: ___________________________