



<u>Role Title:</u>	<b>Festival Driver Volunteer</b>
<u>Role Description:</u>	<b>Transfer guests around Bendigo and / or Melbourne Airport</b>
<u>Unit:</u>	<b>Bendigo Venues &amp; Events, City of Greater Bendigo</b>
<u>Date Reviewed:</u>	<b>March 2023</b>

### **Strategy and Growth Directorate, City of Greater Bendigo (CoGB):**

The Strategy and Growth Directorate contributes to the long term economic, cultural and social prosperity of our city and region by identifying and supporting investment opportunities, tourism and events, arts and culture activities, employment generation and integrated planning for sustainable growth and environmental best practice. The Strategy and Growth Directorate incorporates the following units: Bendigo Art Gallery, Bendigo Venues and Events, Economic Development, Statutory Planning, Strategic Planning and Tourism and Major Events.

### **Bendigo Venues & Events (BV&E):**

At Bendigo Venues and Events our vision is to deliver regional Australia's most dynamic performing arts programs and cultural activity, for a vibrant, creative community.

We manage and maintain some of the city's most important and historic venues including: The Capital Theatre, Bendigo Bank Theatre, The Engine Room, Dudley House, Ulumbarra Theatre and the Bendigo Town Hall.

The BV&E team programs, promotes, co-produces and presents a wide range of performing arts activity, festivals, functions and events. The team also supports Bendigo's arts and cultural development through carefully managed practice, projects and community partnerships.

We enrich and delight those around us, with our passion for the arts.

### **Bendigo Writers Festival (BWF):**

Bendigo Writers Festival is produced by Bendigo Venues & Events in collaboration with La Trobe University and supported by Bendigo Tourism. Born out of a concept by Festival Director Rosemary Sorensen, this festival has seen massive growth in popularity over its short life. Taking place in venues across Bendigo, the Festival runs over four days in May. A range of bookmark events are held during the year and surrounding the festival weekend.

## **POSITION OBJECTIVES:**

To provide high quality, customer-focused and professional services during Bendigo Writers Festival (BWF). The festival volunteer team plays a vital role in being the 'welcoming face' of Bendigo Writers Festival. Volunteers are crucial in both the delivery of the festival and the overall experience of our patrons and visitors.

## **KEY RESPONSIBILITIES & DUTIES:**

- Follow directions provided regarding transport requirements for the BWF.
- Adapt to changes/additions to schedule during the festival.
- Drive assigned car to and from pickup locations, as directed.
- Liaise with the BWF Transport Coordinator regarding collection of vehicle keys, etc.
- Ensure car is well fuelled (especially before trips to Melbourne Airport) – A Caltex Card or alternative will be available in each vehicle.
- Meet passengers at meeting point, as directed by BWF Transport Coordinator.
- Account for all passengers, locate missing passengers if required.
- Move and transport passengers' luggage, as required.
- Ensure passengers are delivered to their destination in a timely and safe manner.
- Complete vehicle's logbook for each trip.
- Hours of duty will vary according to event session times and flight times. A minimum shift is set at four (4) hours.

## **EXTENT OF AUTHORITY:**

- Assisting passengers during Bendigo Writers Festival.
- Guidance and advice are always available from the BWF Volunteer Coordinator.
- This position is hands-on with a strong customer service focus. The freedom to act is governed by standards and procedures set out by the BWF Volunteer Coordinator.

## **ORGANISATIONAL RELATIONSHIPS:**

Reports to:	BWF Volunteer Coordinator BWF Transport Coordinator
Supervises:	Nil
Internal Liaisons:	BV&E and CoGB Staff, BWF Staff and Volunteers
External Liaisons:	BWF participants, patrons and visitors

## **CONDITIONS OF VOLUNTEERING:**

Volunteers must:

- Report to BWF Volunteer Coordinator prior to commencement of shift.
- Sign/clock in and out each shift.
- Be responsible for all fines incurred while driving a BWF festival vehicle.
- Be prepared to work some evenings, where required, and should arrange appropriate transport to and from the venue.

- Volunteers must be physically active and able to meet the demands of the role, including movement up and down stairs, working in low light and manual handling of luggage as required.
- Have the ability to clearly read and comprehend information provided.
- Attend rostered volunteer shifts well presented, wearing clean black trousers and black shirt or skirt/dress, with supplied BWF T-Shirt and/or lanyard (where applicable).
- Attend the BWF briefing and induction prior to the festival.
- Complete all required e-learning modules before the festival.

#### **INTERPERSONAL SKILLS:**

- Ability to demonstrate and display CoGB's values and behaviours.
- Ability to provide good customer service adhering to CoGB's Customer Service Charter.
- Ability to maintain confidentiality.
- Ability to relate to a wide range of people across all demographics.
- Be a team player while working effectively in a busy environment.
- Ability to follow direct instructions.

#### **QUALIFICATIONS & EXPERIENCE:**

- Hold a current Working with Children Check (WWCC).
- Hold a valid Australian Drivers Licence with a knowledge of current Australian and Victorian Driving laws.
- Substantial experience in a customer service environment.
- Knowledge and experience following Occupational Health and Safety guidance/measures in the workplace.
- Knowledge of the arts and entertainment or similar industry.
- A demonstrated understanding of safety and security issues relating to public buildings.

#### **CAPABILITY SELECTION CRITERIA:**

- Substantial experience in high level customer service environment.
- Confident driver, with the ability to navigate directions in a time sensitive manner and always obey traffic laws.
- Ability to work as part of a team.
- Ability to solve problems.
- Strong verbal communication skills.
- Knowledge and commitment to the principles of equal employment opportunity and occupational health and safety.

#### Reference Material:

- City of Greater Bendigo: Volunteers Handbook
- The National Standards for Volunteer Involvement 2015

**Note:** Volunteer Role Description may be subject to change.