



<u>Role Title:</u>	Festival Assistant Volunteer
<u>Role Description:</u>	Greeting and assisting participants and patrons who attend the Bendigo Writers Festival. The role will include performing other important activities as required to enhance the Festival experience.
<u>Unit:</u>	Bendigo Venues & Events, City of Greater Bendigo
<u>Date Reviewed:</u>	March 2022

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 and 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. Borne 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 in the View St Arts Precinct, Ulumbarra Theatre, Bendigo and central Victoria, the Festival runs over four days on the second weekend in May each year commencing 2020, after eight years taking place in August. A range of Bookmark Events are held during the year and surrounding the Festival weekend both in Bendigo central, suburbs and rural towns.

POSITION OBJECTIVES:

To provide high quality customer focused and professional services during Bendigo Writers Festival. The Festival Volunteer Team plays a vital role in representing the 'Welcoming Face' of Bendigo Writers Festival and are crucial in the overall experience of our patrons and visitors – turning a new experience into a positive and memorable one.

KEY RESPONSIBILITIES & DUTIES:

- Deliver a high standard of customer service to all participants and patrons.
- Offer friendly, knowledgeable and courteous assistance when required.
- Provide a polite and friendly presence around the festival and act as additional helpful 'eyes and ears' for BV&E staff by reporting anything requiring their attention or assistance.
- Follow all COVIDsafe instructions and requirements.
- Report any incident or injury to the BWF Volunteer Coordinator/BV&E Staff
- Assist with general administration/operational tasks as directed.

EXTENT OF AUTHORITY:

- Providing general assistance and advice during the 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
Supervises:	Nil
Internal Liaisons:	BV&E and CoGB Staff, BWF Staff and Volunteers
External Liaisons:	BWF participants, patrons and visitors

CONDITIONS OF VOLUNTEERING:

- Report to BWF Volunteer Coordinator prior to commencement of shift.
- Sign/clock in and out each shift.
- Hours of duty will vary according to performances and events. A typical shift is set between two (2) and four (4) hours.
- Volunteers may be required to be available some evenings and should arrange appropriate transport to and from the venue.
- Physically active and able to meet the demands of the role, including movement up and down stairs.
- 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 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 always 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 Volunteer Working with Children Check (WWCC).
- Substantial experience in a customer service environment.
- 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.
- Ability to work as part of a team.
- Ability to solve problems and communicate solutions.
- Strong verbal communications 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.