

VOLUNTEER ROLE STATEMENT



VOLUNTEER PORT ADELAIDE CRUISE AMBASSADOR

The City of Port Adelaide Enfield is:

A City that values its diverse community and embraces change through innovation, resilience and community leadership

We have a plan to achieve our vision:

ECONOMY

We are a thriving economy and a business-friendly City

COMMUNITY

We are a safe, vibrant, inclusive and welcoming City for our residents, businesses and visitors alike

ENVIRONMENT & HERITAGE

We are a low carbon, water sensitive and climate resilient City and our built heritage is protected, embraced and celebrated

PLACEMAKING

We are a unique and distinctive collection of active places, created and cared for through strong partnerships

LEADERSHIP

We are an innovative, collaborative and high performing leader within local government

We value our constructive workplace culture:

That is supportive, takes on challenges, seizes opportunity, builds great relationships and is proud of what we deliver for our community. We inspire people to be creative, grow and learn. We place no limits on what we can achieve.

The position is:

Position Title	Volunteer Cruise Ambassador		
Department & Section	Corporate Services		
Team	Visitor Information Centre		
Reporting to	Visitor Information Centre Operations Officer		
		Prescribed Position:	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>



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How does this position contribute to our community?

- To act as a link between Council and the community
- To provide information services and assistance to visitors at key tourist locations in Port Adelaide, Semaphore and Outer Harbor
- Promote the PAE Council and the community in a positive, friendly, and professional manner.

What does the position do?

- Greet cruise ships passengers in Port Adelaide, Semaphore, and outside the Outer Harbor terminal
- Assist passengers with maps, brochures, and general information
- Direct passengers to shuttle busses
- Provide directions and referrals to the Visitor Centre
- Handout Port Adelaide promotional material
- Record statistics of customer interactions

The behaviours we expect the position to contribute to our workplace are:

- Be familiar with and abide by Council's policies relevant to the Volunteer Program.
- Successfully complete the Volunteer Programs recruitment and orientation procedure.
- Computer literacy skills.
- Effective written, numeracy and oral communication skills.
- Effective interpersonal skills to enable successful interaction with people at all levels.
- Ability to work efficiently in a team environment.
- Time management and organisational skills.

Experience

- No previous experience required
- Customer service experience is desirable but not essential

Knowledge

- Knowledge of local tourism attractions and services.
- Knowledge of the local area

Our Safety and Return to Work Commitments

- Take reasonable care for their own health and safety.
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as reasonably able, with any reasonable instruction that is given to ensure his or her safety.
- Co-operate with any reasonable WHS policy or procedure relevant to their work.
- Participate in the RTW process if injured at work as set out in the Return to Work Act 2014.



VOLUNTEER ROLE STATEMENT

Code of Conduct

All volunteers of the City of Port Adelaide Enfield must:

- Abide by the Council Code of Conduct and Confidentiality
- Act in a fair, honest and proper manner
- Be reasonable, just and non-discriminatory in their behaviour in all aspects of carrying out their volunteer roles and responsibilities
- Volunteer in good faith and not for an improper or ulterior motive
- Achieve a team approach in an environment of mutual respect, trust and acceptance
- Maintain a mature, constructive working relationship with courtesy and respect

Conditions

- Police check
- Insurance cover will only extend to volunteers of council who are registered and engaged in clearly defined activities that are approved and controlled by the staff representing council.
- Positions have a 12-week probationary period
- Working within the guidelines of this position description and to comply with the relevant policies and procedures for reporting and supervision
- Wear the uniform items provided, especially those relating to sun safety/WHS

Volunteer Signature: _____

Print Name: _____

Date: _____