



# Activity Volunteer (Community Events) Position Description

61 Broun Avenue, Morley WA 6062 | P: 9272 0622 | F: 9272 0665 | mail@bayswater.wa.gov.au | www.bayswater.wa.gov.au

<b>Job Title</b> Activity Volunteer (Community Events)	<b>Position Objective (How this job adds value)</b> To assist at City of Bayswater Community events during the 2020/21 events season, typically from November to the end of April.
<b>Classification</b> Volunteer	

<b>Directorate</b> Community and Development	<b>Branch</b> Community Development	<b>Location</b> Various venues across City of Bayswater	<b>Reports to</b> Coordinator Events
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<b>Benefits:</b> <ul style="list-style-type: none"> <li>Provision of a meal during shifts at events where food vendors are trading</li> <li>Invitation to City of Bayswater volunteer celebrations</li> <li>Free training (as required)</li> </ul>	<b>Time Commitment</b> On an ad-hoc basis, as required, typically from November to end of April.
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<b>What you will deliver:</b> <ul style="list-style-type: none"> <li>Provision of customer service and support at City of Bayswater events.</li> <li>High levels of customer satisfaction, as part of a dedicated team.</li> </ul>
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<b>Responsibilities</b> <ul style="list-style-type: none"> <li>Being the point of contact for community members to gain information regarding the event and City activities;</li> <li>Point of contact for event information (includes monitoring the City of Bayswater information tent);</li> <li>Provide direction and guidance to event patrons where appropriate;</li> <li>Assist patrons to complete event surveys;</li> <li>Provide support to event coordinator or Event Officer, as required</li> <li>Assist with set up and pack down of event infrastructure (signage, banners, marquees, tables and chairs);</li> <li>Monitor event waste facilities (replace bins, re-stock toilet consumables, etc);</li> <li>Maintain safe work practices in accordance with Occupational Safety and Health (OSH) legislation and council policies;</li> <li>Undertake training and development as required; and</li> <li>Work within the City of Bayswater's <i>Volunteer Code of Conduct</i>.</li> </ul>
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<b>Requirements of the role:</b> Essential <ul style="list-style-type: none"> <li>Ability to independently transport to and from events</li> <li>Confident in dealing with general public and people of diverse backgrounds</li> <li>Good customer service and communication skills</li> <li>Ability to safely lift and move equipment such as tables, marquees, signage, etc.</li> <li>Ability to work outdoors and stand for long periods of time</li> <li>The ability to follow direction and work as part of a team</li> </ul>
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**Required Training:**

- On the job training.
- Orientation, induction and Occupational Safety and Health (provided by the City of Bayswater)

**Qualifications, Licences and Clearances**

- Volunteer National Police Check (undertaken at the time of recruitment).

**City of Bayswater Values****Accountability - Doing it right**

We do what we say we will do the right way and on time. Working together we take responsibility and pride in delivering quality service in an efficient way.

**Excellence - Doing it well**

We are a "can do" organisation where we are responsive, efficient, professional, friendly and positive, continually striving for service excellence.

**Innovation - Doing it better**

We challenge the status quo through embracing change and thinking outside the box to broaden our horizons.

**Respect - Doing it together**

We respect and care, promoting a positive, safe and inclusive workplace where people contribute and feel part of a team, values, listened to and acknowledge.