



## Information Assistant Volunteer

### Role:

To assist the general public with inquiries about the Bendigo Easter Festival and support the Site Manager in delivering a successful event for the City of Greater Bendigo.

### Location:

- This position will be based at the “Information Tent” on various locations within the programmed event sites

### Volunteer Attributes:

- Excellent interpersonal skills
- Experience in customer service
- Good knowledge of Bendigo and its attractions
- Ability to volunteer as part of a highly committed and vibrant team
- Passion for the Bendigo Easter Festival and Bendigo

### Duties:

- Assist the general public with all enquiries regarding the Bendigo Easter Festival
- Assist lost children and families
- Distribute festival programs and maps as requested
- Direct visitors to sites of other events, including associated Easter events
- Direct visitors to the Visitor Information Centre for information regarding other attractions around Bendigo and accommodation
- Direct all operation and logistical enquiries to the Operations Room
- Collect information from the general public using electronic survey pads
- Other duties as directed by Site Manager – this may include acting as a roving reliever
- Warden duties as part of the emergency process
- Record all concerns, documents, observations etcetera in the form provided at the Operations Room for review purposes
- To observe Occupational Health and Safety standards at all times

# BENDIGO EASTER FESTIVAL

6 - 8 APRIL 2012



**Draft Times Required: subject to change**

DAYS	FRIDAY	SATURDAY	SUNDAY
TIMES	8:30am – 5.00pm	8.30am – 9.30pm	9.00am – 5.00pm

### **Other Information**

A uniform will be supplied and it is expected that it will be worn during the event. To compliment the uniform it is strongly suggested to wear dark pants and enclosed flat shoes.

### **IMPORTANT NOTICE:**

#### **Mandatory Requirement - Working With Children Check**

In 2006, the Victorian Government introduced a new checking system to help protect children under 18 years of age from physical or sexual harm. The Working with Children (WWC) Check creates a mandatory minimum checking standard across Victoria. The WWC Check helps to keep children safe by preventing those who pose a risk to the safety of children from working with them, in either paid or volunteer work.

Some roles for the Bendigo Easter Festival are specifically linked with working with children and so a WWC Check will be required. To apply for your WWC Check please contact your local Australia Post outlet for the appropriate application form.

There is no cost to you as it is free for volunteers.

For further information, please visit website: [www.justice.vic.gov.au/workingwithchildren](http://www.justice.vic.gov.au/workingwithchildren)

