



# VOLUNTEER WITH COUNCIL

## MARKETING & EVENTS

### **VOLUNTEER ROLE: Devonport Jazz Taskforce member**

**Location:** various venues and locations

#### **About the volunteer role**

Devonport Jazz Taskforce members contribute to the efficient and successful operation of the Devonport Jazz Festival and ensure a positive and memorable experience for patrons. The Festival is held in July each year.

The expected time commitment varies depending on the level of volunteer involvement during the Festival. Taskforce member will be involved in meetings and preparation in the lead up to the Festival, as well as during the Festival.

Key duties include

- Assisting with the delivery of events and workshops
- Assist with selling of merchandise and door sales
- Liaising with artists, venues, sound engineers and Events staff during events
- Decorating venues
- Some documentation of events – photography, social media
- Distribution and collection of surveys
- Assist with Ushering
- Attend a capped number of meetings

#### **Who this role communicates with**

##### Internal

This role reports to the Events Coordinator. A close working relationship is required with other Marketing and Events staff, Council staff and volunteers.

##### External

Volunteers will interact extensively with a range of people from across the community, including patrons, performers, venues, technicians, vendors and service providers. A high standard of customer service must be displayed.

#### **What we are looking for**

##### Essential criteria

- Friendly and considerate personality
- Good communication skills
- Ability to relate to people from all walks of life and backgrounds
- Cultural awareness
- Ability to work as part of a team
- Ability to undertake directions and requests within capabilities
- A National Police Check is required\*

\* Council will reimburse application fees. You will need to provide a receipt; We can help you to fill in the forms if you need some assistance.

##### Desirable criteria

- Cash handling skills or a willingness to acquire
- First Aid Certificate – Workplace Level 1
- Flexibility
- Basic computer skills or a willingness to learn

# VOLUNTEER ROLE STATEMENT

## Organisational Expectations

Before starting your new role, you will need to complete an online safety induction as well as a site induction at your new workplace.

As a volunteer, you have the right to feel comfortable and safe in your work environment, be supported, and understand what is expected of you. Access to adequate training, complaint and dispute processes and insurance cover are all rights of a volunteer.

Council also has expectations of its volunteers. This includes punctuality, courtesy, reliability, following policies, procedures and safe work practices and respect towards Council staff, fellow volunteers and members of the community. Volunteers are not paid for their work, and do not replace paid staff members.

As a volunteer, you must show the same level of professionalism, confidentiality, courtesy, and respect as employees in accordance with Council's [Staff Code of Conduct Policy](#).

You must comply with all Health and Safety legislation. Volunteers have a duty to take reasonable care of the health and safety of themselves and others.

Volunteers are expected to consistently display the following personal attributes:

- Ethics, values & integrity
- Commitment and enthusiasm
- Innovation
- Working with others
- Professional behaviours

See the [Volunteer Handbook](#) for more information about what you can expect from Council and what Council expects from volunteers.

## Council Values

Our core values capture those things which we believe are already valued and promoted in the organisation but have the potential to make Devonport City Council an even better organisation.

**CHAMPION** and respect one another. We respect and cheer on one another, working together to serve the community.

**DEDICATION** to our customers and community. We are driven to understand the needs of our customers so we can connect them to the right solutions.

**PIONEER** positive improvement. We chase innovation and improvement, so we can keep getting better.

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Authorisation	Approved – February 2023 by Manager Community Services
Review	Reviewed – February 2023 by Events Coordinator