



VOLUNTEER WITH COUNCIL

MARKETING & EVENTS

VOLUNTEER ROLE: Events Volunteer

Location: various venues and locations

About the volunteer role

Devonport City Council holds a number of events throughout the year including Devonport jazz Festival, Devonport Food Festival, Christmas Parade, New Years Eve. Events Volunteers contribute to the efficient and successful operation of Council events and ensure a positive and memorable experience for patrons.

The expected time commitment varies depending on the event and level of volunteer involvement during an event. Volunteers may be involved in assisting throughout all stages of an event.

Key duties can include assisting with

- planning, promotion and set up of events
- a range of tasks during an event
- taking registrations and distribute information
- door sales and selling merchandise
- event participant liaison, such as patrons, vendors, performers, venues, technicians, service providers and Events staff
- documenting of events – photography, social media
- distributing and collecting surveys

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, vendors, 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