



# VOLUNTEER WITH COUNCIL

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## BASS STRAIT MARITIME CENTRE

### **VOLUNTEER ROLE: Visitor Experience Volunteer**

**Location:** Bass Strait Maritime Centre, 6 Gloucester Avenue, Devonport (Joshua Slocum Park)

#### **About the role**

Visitor support volunteers contribute to the efficient, safe, and successful operation of the Bass Strait Maritime Centre (BSMC) and ensure a positive and memorable experience for visitors.

This includes.

- Providing a friendly welcome
- Answering general visitor enquiries accurately
- Assisting visitors to engage with on-site exhibits and activities
- Providing general tourism information
- Supporting staff to sell and deliver admission tickets
- Supporting staff to promote and conduct retail sales
- Assisting staff to keep the museum tidy and free of hazards

The typical on-site hours for this position is 10-3pm once a week.

Where possible, we will accommodate flexible arrangements to suit you.

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

##### Internal

This role reports to the museum coordinator

This role works alongside a small team of museum staff, volunteers, and other site stakeholders including café staff and Devonport City Council staff.

##### External

A broad range of museum visitors, including school groups, cruise ship visitors, interstate and international tourists, local community, researchers, professional staff, and contractors.

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

##### Essential criteria

- Kind, approachable, and considerate manner
- Good communication skills, able to relate to a broad range of people.
- Good standards of personal hygiene, and presentation and overall fitness
- Ability to work as part of a team and a willingness to “muck-in”.
- Ability to follow directions and requests, within capabilities.
- Interest and knowledge of Devonport's local and maritime history
- General knowledge of Devonport
- A working email address
- A current Working with Vulnerable People Registration is required\*
- A National Police Check is required\*

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

# VOLUNTEER ROLE STATEMENT

## Desirable criteria

- Flexibility with availability
- An awareness of cultural tourism and/or museum practices
- A current First Aid certificate and/or defibrillation training

## **Organisational Expectations**

Before starting your new role, you will need to complete an **online safety induction** as well as a **site induction** for 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 has expectations of its volunteers including punctuality, courtesy, reliability, adherence to 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, and to provide medical certification to ensure fitness to work, if requested.

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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<b>Authorisation</b>	Approved – March 2023 by Convention and Arts Centre Director
<b>Review</b>	Reviewed – March 2023 by Coordinator, Bass Strait Maritime Centre