

# VOLUNTEER INFORMATION PACK



Thank you for your interest in the Volunteer Visitor Assistant position with South Bank Corporation. We are pleased to provide you with this information, which will assist you in deciding whether to apply for the position and provide you with the necessary background information to prepare your application.

If you require any further information about the position, please contact Susan Gilmartin on **(07) 3867 2052** or email **[susan.gilmartin@south-bank.net.au](mailto:susan.gilmartin@south-bank.net.au)**.

### **About South Bank**

South Bank Parklands and precinct is a distinctive urban leisure area incorporating restaurants, cafes, residential properties, car parks, educational and cultural facilities, and office spaces within a parkland setting.

South Bank Corporation is a Statutory Authority of the Queensland Government and is responsible for managing, maintaining and developing South Bank Parklands and precinct.

The introduction of a Volunteer Program is designed to improve the relationship between South Bank Corporation and the community, by building a better understanding and support for its activities.

Volunteers can bring skills, experience, knowledge, advocacy and new perspectives and enthusiasm to the Corporation.

### **Benefits for Volunteers**

- Enhance your customer service skills
- Improve communication skills
- Relevant training provided
- Develop your team building skills by working in a friendly, supportive environment
- Become involved in the wider community
- Contribute to the promotion of South Bank precinct

### **Volunteer Visitor Assistant Role**

We are looking for people who are keen to share their affection for the South Bank precinct with the general public. Volunteers will have good communication skills and a friendly, outgoing personality.

The Volunteer Visitor Assistant will:

- Greet and assist guests coming into The Parklands
- Answer questions, offer directional assistance (ie to attractions, services, restaurants, transport etc), provide general precinct information and distribute brochures on current events
- Will be stationed in key locations during the busiest times of the day/night

In most cases, volunteers will be required for weekend shifts and will need to be over 18 years of age.

### **Financial Remuneration**

Volunteers do not receive any financial remuneration. Transport costs are at your own expense. However you may choose from:

- A \$10 voucher for use at South Bank retailers will be provided to allow you to purchase a light lunch/snack. The voucher will be valid for 6 months; or
- A free parking voucher for The Parklands Car park.

### **Uniform**

A uniform t-shirt, hat, name badge and sunscreen will be provided by South Bank Corporation. The t-shirt is to be worn with black pants or a black skirt.



## Attachments

- Job Description
- Application Form

## Selection Process

The selection process will include assessment of written applications, an interview and reference checks. Candidates will be shortlisted at each stage of the process.

Note: Successful applicants will require a “Working with Children Blue Card” which will be arranged by South Bank Corporation.

## Written Application

Your written application should contain the following information:

- A completed Application Form
- Other supporting information

Please send applications to:

Susan Gilmartin

South Bank Corporation

PO Box 2001

SOUTH BANK QLD 4101

Or email to: [susan.gilmartin@south-bank.net.au](mailto:susan.gilmartin@south-bank.net.au)

## Interview

The interview will consist of behavioural questions designed to assess the applicant's competency with particular reference to how you have responded to past situations.

## Notification of selection decision

Applicants who are selected for the positions will be notified by telephone. Unsuccessful applications will be notified by mail.



## POSITION DESCRIPTION

### POSITION: VOLUNTEER VISITOR ASSISTANT

<b>South Bank Corporation Values for all Employees;</b>	
1	Understand, own and advocate the vision of the organisation
2	Adhere to South Bank policies and procedures
3	Respect and understand our code of conduct and Culture Statement
4	Acknowledge and respect others in the organisation
5	Seek, understand and respond to our Customers' and Stakeholders' needs and wants
6	Be a team player
7	Take ownership and pride in our facilities
<b>Skills, knowledge and experience expectations for this Role;</b>	
1	Proven customer service skills
2	Knowledge of South Bank precinct preferable
3	Knowledge of Brisbane desirable
4	Good verbal communication skills
5	Friendly, outgoing personality
6	Positive attitude
7	Reasonable fitness level
8	Current Working with Children Blue Card
<b>Annual Commitment</b>	
1	2 X 4 hour shifts per month minimum
<b>Specific Tasks for this Role</b>	
1	Attend induction training
2	Attend quarterly Volunteer Program meeting
3	Participate in half-yearly feedback sessions
4	Ensure that you read the "Volunteer Log Book" at the start of every shift
5	Provide onsite information to visitors at various locations within the South Bank precinct as directed by the Volunteer Co-ordinator
6	Greet visitors in a friendly and professional manner and provide assistance as required
7	Provide accurate general information
8	Provide accurate directions
9	Distribute 'event' brochure and/or promotional material when requested
10	Refer other enquiries to the Visitor Centre or to Security
11	Act as courtesy staff at South Bank Corporation events as required
12	Other duties as directed by the Volunteer Co-ordinator

# APPLICATION FORM

## Volunteer Visitor Assistant

Surname:

Given name:

Address:

Post code:

Telephone:

Mobile:

Email:

### Relevant Experience (Please attach additional sheet if required)

Please list any prior related work experience, including the dates of employment.

Have you volunteered before? If yes, please list where, when and in what capacity.

Please outline the reasons you would like to volunteer at South Bank Parklands.

Please list any experience or special skills you have that you believe would be useful (eg. Customer service, public speaking, languages)

### Health

Do you have any disability or medical condition which we should be aware of whilst you are volunteering?

YES  NO

Please list:

### Training

South Bank volunteers need to attend a two day training program. Advance notice of training dates will be provided, and training will consist of one day per week for two weeks. Each training session will last approximately five hours. Ongoing meetings/update sessions will occur every two months. Are you happy to attend these training sessions?

YES  NO

### Availability

Please indicate your preferred number of shifts per month? (the minimum is 2)

2  3  4

### References:

Name:

Contact:

Your association with this person:

Name:

Contact:

Your association with this person:

I certify that the information supplied in this application is correct and that I have read and accept the information supplied in the "Information Pack" and the "Job Description".

Signed:

Date:

Please attention applications to Volunteer Recruitment and post to the address below or email to [susan.gilmartin@south-bank.net.au](mailto:susan.gilmartin@south-bank.net.au)