



## Events Volunteer

<b>Status:</b>	Volunteer		
<b>Salary:</b>	NA		
<b>Reports to:</b>	Senior Events Specialist / Events Specialist		
<b>Direct Reports:</b>	Nil		
<b>Department:</b>	Communities, Growth and Engagement		
<b>Location:</b>	Brisbane		
<b>Creation Date:</b>	01/02/24	<b>Review Date:</b>	01/02/25

### PURPOSE

Multicultural Australia's Event Volunteers support the delivery of a diversity of high-impact events on the Queensland events calendar. Our passionate team of volunteers enhance Multicultural Australia events by helping to create a welcoming environment, assisting event staff prior to, during and after the event, and providing information to stakeholders to ensure a positive and inclusive experience for all.

Our events are critical in changing the conversation, working to create pathways to belonging and building an enriched community where all feel welcome, valued and safe.

Our annual major events include LUMINOUS Festival and related Regional and Neighbourhood events, and lantern making workshops; Changing the Conversation events; and events held in partnership with organisations such as the Brisbane Lions.

Event Volunteers are vital in supporting on-site operations and logistics; guest and participant reception; performer liaison; event marshalling; photography and videography; carrying out surveys and as donation drive ambassadors.

Event volunteering with Multicultural Australia is flexible. We welcome general event volunteers who can commit 3 – 5 hours at major events; or on an ongoing capacity at regular events.

### Key Responsibilities

- Provide assistance prior to, during and after the event including unloading and setting up of equipment, taking down equipment and loading vans (tables, chairs, signage etc)
- Meet and greet patrons, giving directions and answering any questions as required
- Undertake event specific roles including manning specific activities/activations, car park marshal, performer liaison, donation assistant, satisfaction survey assistant, signage assistant and more
- Provide a friendly and welcoming atmosphere to all event attendees
- Provide important feedback to Multicultural Australia event staff

## **Key Selection Criteria**

### **Essential:**

1. Good organisational and communication skills
2. Friendly, helpful and reliable demeanour
3. Available to attend briefing sessions (either online or in person)
4. Able to work in noisy, outdoor environments
5. Respect for our diverse multicultural community
6. Strong team player with a willingness to work with staff and volunteers
7. Ability to take directions from staff
8. Maintain client and organisational confidentiality
9. Able and willing to walk and stand for extended periods of time

### **Desirable:**

1. Previous event volunteering experience
2. Minimum commitment of 3 events throughout the year
3. Experience working with a range of people from different cultural backgrounds, ages and abilities