

Position Description – Volunteer HQ Assistant

This is a hosting role, an ushering role, a buffering role in peak busy times and a support role.

This role is vital to the care and support of our Volunteer Team. It requires flexibility, positivity, kindness, approachability, some problem solving, and willingness to jump in and help out wherever is needed.

- Greet Volunteers at their shift start
- Show Volunteers where to store their bags
- Answer any last-minute questions from new volunteers
- Pass on briefing updates to Venue Supervisors at shift change
- Keep refreshments stocked for Volunteers – **eg) urn filled, tea and coffee supplies**
- Assist Volunteer Co-ordinator to fill any gaps in the roster by identifying surplus volunteers on site and moving them across to required areas
- May help other volunteer teams during peak times, covering people who are late or going on break, or those who cancel