

Volunteer Concierge Supervisor

Questions?

Check out the volunteering section of the event website:

christmaslunchinthepark.com.au/volunteer

Or send us an email:

christmaslunch@missionaustralia.com.au

Your brief

SUPER indeed! Experienced in events and/or office management, you're multi-skilled and operationally fit, with a friendly, "cool as a cucumber" exterior. Overseeing a team of six Volunteer Concierge Team members, your collective mission is to register some 400 wonderful volunteers on arrival at site, directing each to their relevant supervisor, offering administrative support throughout the day.

Arriving onsite

Please arrive onsite at your allocated time, collect your lanyard, water bottle, PPE and 2-Way radio and register to the Event Manager, who will help you get started.

Event timings

Please refer to the event schedule.



Leadership experience preferred



High level of administration



Mostly standing

The Volunteer Concierge Supervisor contributes to...

- Support our guests' and volunteers' enjoyment of Christmas Lunch in the Park 2020, by leading an efficient and effective registration of some 400 volunteers (whom are responsible for servicing some 1400 guests across a range of areas and zones) and providing administrative support throughout the day.
- Support your volunteer team and address any of their concerns or queries on the day, applying your admin/organisation leadership skills to oversee a smooth volunteer registration process.
- Ensure the Volunteer Concierge area is set up in an appropriate and timely manner and is kept tidy.
- Supervise your team members as they welcome volunteers on arrival, register them by name against an alphabetical master list, issue volunteer lanyards and direct volunteers to their respective zones and supervisors.
- Resolving registration issues as they arise and as they are referred from Volunteer Concierge team members to ensure the registration flow is not affected
- Coordinate volunteer lunch breaks to ensure all mouths are fed (including your own).
- Upon full completion of volunteer registrations, direct your team to help us better understand our guests by instructing them to conduct a brief questionnaire.
- Resolve any issues reported by your team members where possible and refer matters to event staff or contractors (e.g. Security, St John's Ambulance first aid station) where relevant, to ensure safe and successful outcomes for all.
- Monitor your area for any risks or potential hazards (e.g. trip hazards, electrical hazards, illnesses, injuries, emotional guests, etc) and refer to the relevant staff or contractor as appropriate (e.g. Security).
- Attend an additional supervisor-specific site induction in the lead up to the event.
- **Refer any unsafe or COVID-19 concerns to your Supervisor, St John Ambulance or Security immediately.**
- **Enjoy the day!**