

Volunteer Information 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

Welcome to the fast-paced information highway! You love dotting the I's and crossing the T's making sure all Supervisors and Volunteers have all they need for their roles. Having all the answers is your jam, helping to guide our fabulous volunteers to where they need to be with the right equipment. The Information Tent is your home for the day, where you'll have everything you need to keep things moving and shaking!

Arriving onsite

Please arrive onsite at your allocated time, collect your lanyard, water bottle, PPE and 2-Way radio from Volunteer Concierge and meet the Event Manager at the Information Tent for your briefing.

Event timings

Please refer to the event schedule.



Leadership experience preferred



High level of administration



Mostly standing

The Volunteer Information Supervisor contributes to...

- Support our volunteers' enjoyment of Christmas Lunch in the Park, by leading an efficient and effective information service of some 250+ volunteers (whom are responsible for servicing some 1200 guests across a range of areas and zones) and joyful and helpful support throughout the day.
- Support all volunteers by answering their questions and addressing any of their concerns or queries on the day, applying your admin/organisation leadership skills to oversee a smooth volunteer information tent experience.
- Ensure the Volunteer Information area is set up in an appropriate and timely manner and is kept tidy.
- Be sure to ask the Event Manager or Volunteer Coordinator if you are unsure or have any questions. There is no such thing as a silly question. Don't guess the answers to questions, we want everyone to have a good day doing the right thing!
- Provide the relevant Kit Box to Supervisors, as they arrive at the Info Tent to collect their gear. Be sure to check they receive all boxes as there may be multiple items allocated to their role. Alert the Event Manager if unsure.
- Provide any other event gear to Volunteers, such as a replacement T-shirt, mask, sunscreen etc, as requested.
- Coordinate your lunch breaks but ensure the tent is manned at all times by at least one Supervisor in quiet times but both of you during the busy morning.
- Familiarise yourself with the Info Tent FAQ's so you're ready with answers to the most common questions.
- Monitor your area for any risks or potential hazards (e.g. trip hazards, electrical hazards, illness, injuries, emotional volunteers, etc) and refer to the relevant staff or contractor as appropriate immediately (e.g. Security, First Aid or Event Manager).
- Attend an additional supervisor-specific site induction in the lead up to the event.
- **Enjoy the day!**