

Volunteer Hub Assistant

Your role

As a Volunteer Hub Assistant, you are the **support system for all festival volunteers!** Your job is to make sure every volunteer feels prepared, informed, and welcomed. You'll work from the Volunteer Hub at the Theo Notaras Multicultural Centre, near reception, in a comfortable air-conditioned space.

Key responsibilities

- > **Help manage the Volunteer Hub** as a central coordination point.
- > **Check volunteers in and out** for their shifts, including allocating T-shirts, hats, sunscreen, maps, and role details.
- > **Provide directions and information** to volunteers.
- > **Ensure WHS induction** is completed before a volunteer's first shift.
- > **Maintain supplies** of water and sunscreen in the Hub.
- > **Assist with coordinating assignments** and shifts as needed.
- > **Address volunteer concerns**, escalating to management if required.
- > **Assign festival radios** to relevant roles.
- > **Support the festival reception/site office** when requested by the Site Office Manager.

Getting started

1. **Check in** at the Volunteer Hub.
2. **Meet the Volunteer Manager and/or Site Office Manager** – they'll provide guidance and any additional tasks.
3. **Familiarise yourself with the space** including the location of supplies (shirts, hats, sunscreen, maps) and the radio allocation process.

Tools you'll have

- > Volunteer **check-in/out sheets** or system.
- > Festival **maps and programs**.
- > Supplies: T-shirts, hats, sunscreen, water.
- > Support from the **Volunteer Manager and/or Site Office Manager** for escalations.

Helpful tips

- > **Be welcoming and calm:** Volunteers often arrive excited or nervous.
- > **Double-check details:** Confirm volunteers have completed WHS induction.
- > **Stay organised:** Keep supplies neat and track allocations.
- > **Communicate clearly:** If unsure, ask the Volunteer Manager and/or Site Office Manager for guidance.
- > **Support your team:** Work collaboratively with other Hub Assistants.

Safety and communication

- > For **issues or emergencies**, escalate to the Volunteer Manager and/or Site Office Manager immediately.
- > Radios should only be assigned to roles that require them – check the list provided.

Your impact

You're the **first point of contact for volunteers** and set the tone for their festival experience. Your efficiency and friendliness help create a smooth, positive start for every shift. Thank you for making the festival run seamlessly!

