

Role Description: Site Volunteer, Sydney Open

Role Title	Site Volunteer
Workplace Supervisor	Volunteer Site Supervisor and Program Producer, <i>Sydney Open</i> Volunteers
Location	Each Site Volunteer will be allocated to a site within the <i>Sydney Open</i> program. Volunteer training will be completed in an online self-paced mode as well as a required Site Team Meeting in the CBD.
Duration of role	Mid-October – mid November 2019
Number of volunteers required for this role	350-400
Hours/shift pattern	All Site Volunteers fulfil a half or full-day shift on Sunday 3 November (<i>Sydney Open</i> City Pass). In addition, Site Volunteers may have the opportunity to fulfil an additional shift on Saturday 2 November (<i>Sydney Open</i> Focus Tours) as well as special events or support shifts outside of the <i>Sydney Open</i> weekend. This includes the brand new 'After Dark' focus tours (more information to be provided in due course).

Event Overview

Sydney Open is an annual event that unlocks the doors to the city's most historic and architecturally inspiring buildings. Organised by Sydney Living Museums (SLM), the event has been running since 1997. *Sydney Open* 2019 will provide approximately 8,000 visitors with the rare opportunity to go behind the scenes of architectural sites across Sydney. There are approximately 50 buildings (sites) taking part in this year's *Sydney Open Ticket* program on Sunday 3 November and approximately 40 sites and night tours offered as *Focus Tours* on Saturday 2 November.

Purpose of Role

Site Volunteers are the face of *Sydney Open*, welcoming visitors and ensuring a high-quality visitor experience at their allocated site. Each Site Volunteer is part of a Site Team of 2-15 volunteers, led by a Volunteer Site Supervisor. Site Volunteers play a key role in creating a positive atmosphere for visitors and assisting in the efficient operation of the site. Site Volunteers for Focus Tours will support the timely running of *Focus Tours*. Support and special events shifts will support the success of *Sydney Open* outside of the event weekend.

Time Commitment Required

All Site Volunteers must be able to commit to *Sydney Open* for all of the production stages and tasks outlined below:

TASKS	TIMING
Pre-event	
<ul style="list-style-type: none"> Read and understand the Site Volunteer Training Manual 	Up to an hour, in your own time
<ul style="list-style-type: none"> Satisfactorily complete the self-paced online training module 	Up to an hour, completed by 15 October
<ul style="list-style-type: none"> Read site information provided by the Volunteer Site Supervisor, and if desired undertake additional research on allocated site 	Up to 1.5 hours, in your own time
<ul style="list-style-type: none"> Attend a Site Team Meeting, led by the Volunteer Site Supervisor 	Up to an hour, between 14 – 25 October
<ul style="list-style-type: none"> Use the web-based volunteer management tool Volgistics to self-manage <i>Sydney Open</i> volunteering commitments 	Up to an hour, in your own time
Event	
<ul style="list-style-type: none"> Fulfil Site Volunteer role by completing a full or half day shift 	3-8 hours during the event weekend, along with optional volunteer opportunities before and after the event weekend
Post-event	
<ul style="list-style-type: none"> Provide feedback to SLM through an online survey 	Up to 1 hour, by mid-November

Role Description

Site Volunteers are supported and supervised by their Volunteer Site Supervisor and the *Sydney Open* production team to:

- **Have knowledge and skills for confident and successful volunteering at *Sydney Open*, by**
 - completing all training requirements
 - meeting other volunteers face-to-face
 - self-managing volunteering responsibilities through Volgistics
 - communicating with their Volunteer Site Supervisor, and
 - learning about their site through the building summary documents and, if desired, independent research.

- **Provide outstanding customer service during all *Sydney Open* shifts, by**
 - welcoming visitors, providing directions and answering questions about the site and about *Sydney Open*, being a helpful and professional representative of SLM at all times, and
 - working collaboratively in a team to generate enthusiasm and create a positive atmosphere for visitors.

- **Support the safe and efficient operation of *Sydney Open* sites, by**
 - supporting the Volunteer Site Supervisor to manage queues and ensure smooth and safe flow and access to site.
 - ensuring visitor health and safety, including maintaining site requirements, protecting restricted areas, implementing first aid and emergency protocols, and in the unlikely event of an emergency assisting the Volunteer Site Supervisor (led by Building security/management) to implement emergency evacuation if required, and
 - assisting the Volunteer Site Supervisor to erect and dismantle barriers and signage including returning materials to The Mint at the conclusion of the event.

- **Contribute to ongoing quality improvement, by**
 - communicating effectively with site team members and the Volunteer Site Supervisor
 - providing post-event feedback to SLM on specific areas including the effectiveness of training, operations and any challenges encountered.

Site Volunteers are allocated tasks by their Volunteer Site Supervisor, who direct and guide their site team throughout the event. Shifts typically include one 20-minute rest/meal break every four hours, the timing of breaks will vary according to the needs of the site. Volunteers may undertake the same task throughout their shift or cycle through multiple responsibilities, which may include access to the building or being stationed outside. Some of the specific tasks a Site Volunteer may undertake are:

- Welcome visitors, provide information and assistance to visitors waiting in queues, and hand out leaflets to visitors
- Prevent access to restricted areas, direct people to building attractions, and remind visitors of site-specific requirements such as not photographing artwork
- Check visitors' wristbands/lanyards on entry to site and accurately count the number of visitors to the site
- Assist with managing capacity of 'drop in' tours
- Follow protocol for cloaking visitors' possessions, if required at site
- Volunteers doing a Saturday focus tour shift will assist with checking off ticket holder names and ensuring waivers are completed where necessary. Volunteers undertaking other shifts will undertake various tasks as described in the shift offering.

Other requirements

- Must have a mobile phone and email, and be willing to use both (at their own cost) to communicate with the Volunteer Site Supervisor and the *Sydney Open* production team.
- All volunteers are required to wear the pink *Sydney Open* t-shirt provided.
- All volunteers are required to cover their own travel costs to and from their shift/s.
- A lunch allowance is provided to volunteers undertaking a full day shift on Sunday 3 November, and volunteers are also encouraged to bring their own snacks and drinks. Some sites do not have access to cafes or restaurants.

Skills, knowledge and training
Essential skills and knowledge
<ul style="list-style-type: none"> • An ability to speak, listen, and communicate well in English. • Willingness to work in a team and to follow instructions. • An ability to interact with the general public and convey information in a clear and friendly way. • Reliability and flexibility. • Demonstrated ability to handle the physical demands of event work, including the ability to work on your feet for extended periods, and lift bollards and A-frames.
Desirable skills and knowledge
<ul style="list-style-type: none"> • Customer service or front of house (reception) experience. • Event work experience and queue management. • Public speaking or guiding experience. • Initiative and the ability to problem solve.
Required of Sydney Living Museums volunteers in all roles
<ul style="list-style-type: none"> • Willingness to follow instruction and respond to guidance from higher-responsibility volunteers and SLM staff members. • Commitment to observation of Workplace Health & Safety (WHS) rules and practices, including use of personal protective equipment (PPE) where required. • Willingness to commit to SLM's mission and values. • Willingness to participate in events and programs in a cultural institution context.
Training and Evaluation
<p>All Site Volunteers are required to satisfactorily fulfil the training and documentation requirements to be eligible to volunteer at <i>Sydney Open</i>. Site Volunteers will be evaluated by their Volunteer Site Supervisors. In addition, a range of surveys and other feedback mechanisms are in place to understand and continuously improve the <i>Sydney Open</i> volunteer experience and to maintain the culture and expectations of <i>Sydney Open</i> and SLM. In the unlikely event of an adverse evaluation, SLM will follow up with you to take appropriate actions, which may include varying volunteer opportunities in future years or in extreme cases preventing you from serving in the future.</p>