

POSITION DESCRIPTION

Position	Assistant Precinct Manager
Position Type	Volunteer
Reports to	Precinct Manager, Precinct Manager Team Leader, Operations Coordinator
Direct reports	Volunteers (Building Volunteers, Roving Volunteers, Info Hub Volunteers [City of Melbourne Precinct])
Duration	Saturday 27 July – Sunday 28 July
Shift Length	6 Hours (Including 30-minute break)

Since 2008, the Open House Melbourne Weekend has quickly grown to become one of Melbourne's most widely attended cultural events. None of this would be possible without our passionate volunteers.

Our Vision

Inspire and empower all Victorians to respect and care for place and champion the power of good design in shaping the future of our built environment.

Our Mission

Through collaborative, creative and impactful programs, Open House Melbourne leads critical public debate on the value of place and design, empowering all Victorians to understand the important role they can play in shaping our built and natural environments.

Assistant Precinct Manager Overview

The Assistant Precinct Manager plays a key role during the Open House Melbourne Weekend as a supporting role to the Precinct Manager, assisting in the maintenance of communication channels between Volunteers, Building Staff and Open House Melbourne attendees. Assistant Precinct Managers, assisting the Precinct Managers and supported by Volunteers are the eyes and ears of the Open House Weekend and play a pivotal role in the Open House Melbourne Team.

Assistant Precinct Managers, support the Precinct Managers in overseeing their assigned precincts and Volunteers to ensure the smooth running of all operational aspects of the Open House Weekend. Strong communication, confident team management and an ability to collaborate with the Precinct Manager is vital for the success of this role.

The Assistant Precinct Manager role is an important representative of Open House Melbourne in each precinct and helps to ensure accurate brand representation and an enjoyable, quality experience for all Open House Melbourne Volunteers and attendees.

The Assistant Precinct Manager role is open to anyone with a passion for architecture and the built environment as well as the aforementioned skills.

For more information about what to expect on the Open House Weekend, please see the Assistant Precinct Manager [Day on a Page!](#)

If you feel like you are ready to progress into this integral supporting role, please complete the [Precinct Manager/Assistant Precinct Manager Application](#).

ROLES AND RESPONSIBILITIES

Role Preparation	<ul style="list-style-type: none"> • Maintain communication with Open House staff, the Precinct Manager, the Precinct Manager Team Leader and assigned Volunteers, where necessary, in the lead up to the Weekend. • Complete read-through of Volunteer Handbook. • Attend the Precinct Manager and Assistant Precinct Manager Training night on Thursday 20 June 2024. • Attend the Volunteer Training Day on Saturday July 13 to assist with training and introduce yourself to your assigned Volunteers. • Log in to the Volunteer Portal in the Open House Melbourne website and familiarise yourself with the full program and your precinct in detail. • Review your assigned Volunteers' names and contact details via Deputy. Ensure you have access to your volunteer list to assist with facilitating check-ins. • Liaise with the Precinct Manager to form a clear strategy for managing your Open House Weekend day/s, including establishing communication channels, visiting Volunteers and buildings and troubleshooting any issues that may occur.
Visitor Services	<ul style="list-style-type: none"> • Offer a friendly and welcoming experience to visitors, fellow volunteers and building staff. • Promote nearby Open House buildings and other program elements. • Pro-actively assist visitors throughout their Open House experience.
Weekend Operations	<ul style="list-style-type: none"> • Meet with the Precinct Manager at a predetermined building/location. • Check-in with Volunteers at the beginning of their shifts via text/phone. • Assist the Precinct Manager in recording Volunteer attendance and note any no-shows' names and reasons for not reporting for their shift. • Assist the Precinct Manager in managing shortfalls. • Assist your assigned Volunteers by filling in for no-shows where necessary. • Visit and liaise with each of your buildings (including building that do not have Volunteers) and check in with Volunteers and Building Staff to ensure operational aspects are proceeding to plan. • Introduce yourself to Building Staff. Elicit feedback, answer questions and address any concerns within your capacity. Refer any notable issues to Open House staff immediately or during post-event evaluations as appropriate. • Ensure all Volunteers complete the necessary shift reports for their program or building. Follow up via text or phone where necessary. • Assist the Precinct Manager in managing the transition from the morning to afternoon shift using the check in process via text/phone. • At the end of your shift, provide any positive and/or negative feedback to the Precinct Manager to assist in future events.
Risk Management	<ul style="list-style-type: none"> • Be aware of any incidents/concerns and report to the Precinct Manager, Operations Coordinator and/or the external building staff. • In the case of incident or emergency, escalate to the Building Staff and follow the building's risk management plan. • In the case of an evacuation or emergency your primary responsibility is to ensure your own safety. • Follow all Risk Management reporting requirements.

Other	<ul style="list-style-type: none"> • Adhere to all Open House policies and procedures. • Perform all responsibilities outlined in the Position Description to the best of your ability. • Arrive to shifts on time and ready to perform the responsibilities of your role. • Do not attend a shift if you are not fit to work. Inform the Operations Coordinator, Precinct Manager or Precinct Manager Team Leader if you are unable to attend your shift.
--------------	--

INHERENT REQUIREMENTS

Position Type: Volunteer

Primary Actions:

- Communicating with the public; monitoring and assisting guests
- Maintaining communicating with fellow Volunteers, Open House Staff and Building Staff
- Queue management, wayfinding, ticket scanning or sighting
- Shifts 3.5 - 6 hours

Secondary Actions:

- Low to medium manual handling
- Extended periods of standing, walking and use of stairs

Action	Never	Occasional	Frequent
Sitting		X	
Standing			X
Walking			X
Steps or Stairs		X	
Kneeling or Squatting		X	
Bending or Twisting		X	
Working at Height < 2m		X	
Working at Heights >2m	X		
Working with hands above shoulder height	X		
Gripping or Grabbing			X
Fine hand coordination			X
Carrying		X	
Lifting floor to waist		X	
Pushing or pulling		X	
Shift work/long hours		X	
Driving		X	