

POSITION DESCRIPTION

Position	Volunteer
Position Type	Volunteer
Reports to	Assistant Precinct Manager, Precinct Manager, Precinct Manager Team Leader, Operations Coordinator
Duration	Saturday 27 July – Sunday 28 July
Shift Length	4 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. With over 100 buildings opening their doors to visitors from across the state, Open House is a much-loved annual event. None of this would be possible without our passionate volunteers.

Volunteers Overview

Volunteers are the backbone of the Open House model. Without your generous support, our programs simply could not run. The public's primary interaction with Open House is you! Your passion and enthusiasm for the program ensure a successful day for all.

Open House Volunteers are vital for ensuring visitors have the best possible experience by providing building access, tour guidance and answering questions.

Building Volunteers: are assigned to a particular building for their shift and will mostly carry out tasks such as queue management, ticket scanning and assisting Open House Melbourne patrons.

Roving Volunteers: are NOT assigned to a particular building but can be deployed to buildings within their precinct where necessary and will have the same tasks as Building Volunteers.

Info Hub Volunteers: will be based at the Info Hub in the City of Melbourne Precinct and will assist Open House Melbourne patrons by providing detailed information about Open House Melbourne programs and precincts.

For more information about what to expect on the Open House Weekend, please see the Volunteers Day on a Page for [Building Volunteers](#), [Roving Volunteers](#) and [Info Hub Volunteers](#)!

If you feel like you are ready to progress into this integral supporting role, please complete the Open House Melbourne Volunteer [Registration Form](#).

ROLES AND RESPONSIBILITIES

<p>Open House Vision, Mission and Strategic Pillars</p>	<ul style="list-style-type: none"> • Always champion and act in accordance with Open House’s Values, Mission and Strategic Pillars for all Open House visitors, staff and fellow volunteers. <p>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.</p> <p>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.</p>
<p>Role Preparation</p>	<ul style="list-style-type: none"> • Maintain communication with Open House staff, the Precinct Manager and Assistant Precinct Manager where required. • Complete read-through of Volunteer Handbook. • Attend the Volunteer Training Day on Saturday July 13, this is mandatory. • Log in to the Volunteer Portal on the Open House Melbourne website and familiarise yourself with the relevant information. Info Hub Volunteers will need to familiarise themselves with the full program, Roving Volunteers will need to familiarise themselves with their allocated precinct and Building Volunteers will need to familiarise themselves with their allocated building. • Ensure you have a thorough understanding of locations, timings and offerings in the Open House Weekend Program. • Log in to Deputy and ensure you provide your unavailability and confirm your shift when requested.
<p>Visitor Services</p>	<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. Namely through, ticket scanning and head counting, booked tour and queue management and providing up to date information where required.
<p>Weekend Operations</p>	<ul style="list-style-type: none"> • Sign in to your shift via Deputy. • Introduce yourself to Building Staff. Elicit feedback and answer questions where necessary • Complete the necessary session reports for your program or building at the end of your shift. • At the end of your shift, provide any positive and/or negative feedback to the Assistant Precinct Manager or Precinct Manager to assist in future events.
<p>Risk Management</p>	<ul style="list-style-type: none"> • Be aware of any incidents/concerns and report to the Assistant Precinct Manager, Precinct Manager, Operations Coordinator and/or the Building Staff. • In the case of incident or emergency, escalate to the Building Staff and follow the building’s risk management plan.

	<ul style="list-style-type: none"> • 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 at 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 your Precinct Manager or Assistant Precinct Manager if you are unable to attend your shift.

INHERENT REQUIREMENTS

Position Type: Volunteer

Primary Actions:

- Communicating with the public; monitoring and assisting guests
- Extended periods of standing and walking
- Maintaining communication 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 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	
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		