

VOLUNTEER POSITION DESCRIPTION

Drum Theatre Encore Host

Objective:

Enhance the operation of the Drum Theatre by providing a welcoming environment for all visitors within the theatre and ensure patrons have a positive and enjoyable experience from the moment they enter the venue.

Tasks/Duties:

Welcoming patrons on arrival. Directing patrons to the theatre facilities ie café, toilets, seating. Assisting with serving of refreshments. Offering assistance to patrons to obtain their morning tea. Being social with the patrons where appropriate.

Skills and other requirements:

- Appreciation of our diverse community
- Well presented and polite manner
- Punctual and Reliable
- An interest and knowledge of the theatre and performances
- Capacity to work as part of a team
- Ability to take directions from staff
- Police check at Council expense
- Maintain client confidentiality
- Adhere to the Occupational Health and Safety practices
- Working with Children Check

Time commitment:

2-3 hours once a month on a Wednesday or Thursday

Location of position:

Drum Theatre, Cnr Lonsdale and Walker Streets, Dandenong

Support/training:

Your first line of support will be the Front of House Staff and Front of House Supervisor, followed by the Volunteer Co-ordinator 8571 5335.

In addition, volunteers are offered a minimum of four training sessions throughout the year to improve their skills in areas such as emergency first aid

and manual handling. Two formal volunteer recognition events will be held annually.

Council Ambassadors provide an invaluable and greatly appreciated service at the Drum Theatre. On days when theatre is not fully booked you may be offered the opportunity to attend the performance.

Contact Person:

Trish Roche, Co-ordinator, Volunteer Program – 8571 5335 or email proche@cgd.vic.gov.au

GREATER DANDENONG AN ORGANISATION OF EXCEPTIONAL CHARACTER



- We **respect** and care about our community, each other and ourselves.
- We act with **integrity** at all times and in all matters.
- We take time to **listen** to and seek to understand the other point of view.
- We strive to understand and respect the **diversity** of our community and our workplace.
- We understand **our role** in the community and **respect** the responsibility that comes with it.



- We **listen** to our community and respond.
- We **work together** with our community and each other, to achieve the best outcome.
- We have the **confidence** to **challenge** the status quo, to reach for better outcomes.
- We are **action-oriented** in identifying and responding to new challenges.



- We are **proud** of our city, our community and our achievements.
- We spend our time and effort on **solutions** rather than looking for someone to blame.
- We take **responsibility** for our actions.



- We **care** about getting the best outcomes.
- We constantly ask: *What's the future and what's possible?*
- We have the **courage** to try new ideas.
- We strive for **excellence** in everything we do.



- We tell the **truth**, even when we know people may not want to hear it.
- We form our opinions and give advice from sound, **evidence based** research.
- We act with humility and apply the **highest standards** of ethical behavior to everything we do.

