

POSITION	Ballarat Ambassador
CLASSIFICATION	Volunteer
SUPERVISOR	Visitor Economy Officer
DATE UPDATED	February 2021

Volunteer Role Statement DECLARATION

I have read and understand the requirements and expectations of this role statement. I agree that I have the physical ability to fulfil the inherent physical requirements of the volunteer position and accept my role in fulfilling the Key Responsibilities and corporate values. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

NAME OF INCUMBENT: Ambassador Name

SIGNED: _____

DATED: _____

1. ORGANISATIONAL CONTEXT

As a result of population growth across Australia, Ballarat is now one of the largest inland regional cities in the country. Ballarat is uniquely located with easy access to Melbourne, Geelong and Bendigo and is the Western Victorian capital for a region of 250,000 people.

Visitor Economy Values are based around the organisation's values of Leadership, Loyalty, Excellence and Outcomes:



LEADERSHIP

Everyone at the City of Ballarat can show leadership by contributing to delivering the best outcomes for our community, our organisation and our teams. We value positive leadership: understanding that what we do, counts and each of us can take responsibility for the work we do.



OUTCOMES

We show persistence with discipline to deliver what we promise to our community and each other. We will work hard to find solutions for our community and our organisation that make a positive and lasting difference.



LOYALTY

At the City of Ballarat we are committed to our purpose and enjoy belonging to an organisation where we support each other and act with integrity and trust.



EXCELLENCE

As the need of our community change, we will continually improve our performance. We encourage people to be clever, creative and collaborative to deliver outstanding outcomes for Ballarat.

2. POSITION OBJECTIVES

Our Ballarat Ambassadors provide information on Ballarat to a large number of visitors each year. Their love and knowledge of the city and its rich history adds to Ballarat's reputation as a friendly, welcoming and culturally vibrant city.

The range of activities include:

- Meet and greet visitors and community members to the Ballarat Visitor Centre.
- "Roaming" the city centre engaging with visitors and community.
- Engaging with businesses in Ballarat to assist with visitor experience
- Conduct tours of the city centre, highlighting significant sites of interest.
- Assist in the delivery of events, aiding the customer experience.

From a Health & Safety perspective the City of Ballarat requires the following:

- Report hazards, incidents, injuries and unsafe practices as soon as possible.
- Constructive participation in investigations and assistance in implementing corrective actions.
- Wear PPE and follow safe work procedures as directed.
- Constructively participate in team meetings.
- Comply with the City of Ballarat safety system

- Participate constructively in all forums set up to investigate, improve or communicate safety.

3. ORGANISATIONAL RELATIONSHIPS

Supervised by:	Visitor Economy Officer
Internal Liaisons:	Other Ambassadors Visitor Economy Team
External Liaisons:	Visitors and Community Members of Ballarat, Customers of the City of Ballarat

4. QUALIFICATIONS AND EXPERIENCE

- Previous experience in customer service and/or volunteering and events would be desirable.
- Computer literate.
- Social Media skills are highly desirable.
- Passionate and knowledgeable about Ballarat.
- The ability to speak a language or languages other than English is also desirable.

5. SELECTION CRITERIA

- Passionate and knowledgeable about Ballarat
- Customer service focussed
- Contactable regularly by email – this is the way we will communicate with you
- Available for at least, one four-hour shift (morning or afternoon) each week for a minimum of one year
- Team players who love engaging with people
- Flexible and willing to assist with additional shifts when needed
- Keen to participate in ongoing learning and training
- Able to demonstrate a commitment to our values.
- Work indoors and outdoors
- Day time, night time and weekend opportunities available
- Confident speaking to groups of people