



**2017**  
**Maroondah Festival**  
**Ambassador**  
**Program**

Further enquiries contact the Maroondah Festival Team:

**9294 5604**

**Email: [maroondahfestival@maroondah.vic.gov.au](mailto:maroondahfestival@maroondah.vic.gov.au)**

## PROGRAM OVERVIEW

Maroondah City Council would like to provide the opportunity for students to become a part of our biggest community celebration and work as a volunteer in a fun and rewarding environment at the 2017 Maroondah Festival.

As an ambassador you will be the friendly and welcoming face of the Maroondah Festival and will have the opportunity to participate in a range of other roles throughout the day.

The Maroondah Festival Ambassador Program is the perfect opportunity to gain skills in customer service, working on festivals and events, promotion and publicity and it will also give you the chance to work closely with the local community.

In this information pack you will find the following details about the voluntary position:

- An overview of the Maroondah Festival
- Duties of an ambassador
- Eligibility and skills required
- Availability and commitment
- Support, training and recognition
- Ambassador uniform
- Key timelines and
- Application process

## MAROONDAH FESTIVAL INFORMATION

Date: Sunday 12 November 2017

Festival times: 10am - 4pm

Location: Town Park, Croydon

For many people in the local and wider community the Maroondah Festival is an annual highlight. The parklands, streets and shopping precincts of Croydon provide an excellent venue to host this wonderful event, which in the past has attracted many thousands of people.

The Maroondah Festival provides diverse opportunities for the community to experience and enjoy what's on offer in the municipality, showcasing local business, sports, leisure and cultural organisations. Ultimately, the Festival is a 'family fun' day out full of entertainment for people of all ages, abilities and cultural backgrounds.

A key component of the Festival is the involvement from over 100 community organisations that devote many voluntary hours to planning displays, activities and food stalls or rehearsing the performances ready for the big day.

## CONTACT

Further enquiries contact the Maroondah Festival Team:

Bianca Laycock - Event Co-ordinator

Phone: 9294 5604

Email: [maroondahfestival@maroondah.vic.gov.au](mailto:maroondahfestival@maroondah.vic.gov.au)

## DUTIES OF A MAROONDAH FESTIVAL AMBASSADOR

The main duties of the Maroondah Festival Ambassador will include:

- Welcoming Festival visitors at key entry points
- Walking, talking 'you are here' contact points (points of information about the activities and amenities of the Festival)
- Providing assistance to Festival visitors who may need assistance around the site and participating in activities
- Assisting stage and workshop managers with programming tasks
- Assisting and encouraging responsible waste management
- Conducting surveys / evaluations at the Festival
- Assisting with interactive activities and demonstrations

Additional opportunities will also be available depending on the area of interest, skills and experience of the Ambassador.

All Maroondah Festival Ambassadors whilst volunteering on behalf of Maroondah City Council will be provided with an identifiable uniform, sunscreen and access to refreshments.

## ELIGIBILITY AND SKILLS REQUIRED OF PARTICIPANTS

To be eligible to undertake the Maroondah Festival Ambassador role you must:

- ❖ Be over the age of 18
- ❖ Submit to a Police Check (costs covered by Council)
- ❖ Provide relevant personal information to Council such as address, phone number and emergency contact details
- ❖ Provide two referee contacts
- ❖ Be willing to participate as a voluntary Ambassador for the Maroondah Festival
- ❖ Be available to attend training and information sessions (held outside work hours) and **be available from 10am - 4pm on Sunday 12 November 2017**

The preferred skills for a Maroondah Festival Ambassador are:

- ❖ Friendly and approachable manner
- ❖ Well presented
- ❖ To attend training sessions and shifts nominated for the Festival in a timely manner
- ❖ Capacity to work as part of a team
- ❖ Ability to take directions from Council and event staff
- ❖ Adhere to Council's Occupational Health and Safety practices
- ❖ Prepared to provide assistance to festival visitors in a caring and supportive manner
- ❖ Happy to work outdoors in a festival environment.

## AVAILABILITY AND COMMITMENT

As a Maroondah Festival Ambassador you will need to be available for the following duties:

- ❖ Attend a Festival training information session
- ❖ Undertake Festival duties on Sunday 12 November 2017 for a shift of at least four hours between the hours of 10am - 4pm.

Council requests, that following the attendance of the first training session, all Ambassadors commit to participate in the program up to and including the 2017 Maroondah Festival. All Ambassadors within the 2017 program will also have the option to participate in further Maroondah Festivals.

## SUPPORT, TRAINING AND RECOGNITION

Maroondah City Council staff and the Maroondah Festival Event Team will provide all support and training for the Ambassadors. The contact points for all queries relating to this program are:

Bianca Laycock - Event Co-ordinator                      ph. 9294 5604  
Bianca.laycock@maroondah.vic.gov.au

Prior to the Festival day, further contact details of key event staff will be provided.

The training session will cover the relevant skills and information required to undertake the Ambassador role. This training will include the following topics:

- ❖ Roles and responsibilities of a Maroondah Festival Ambassador
- ❖ Customer Service skills
- ❖ Volunteering on behalf of Maroondah City Council and the Maroondah Festival
- ❖ Occupational health and safety and manual handling
- ❖ Maroondah Festival emergency procedures
- ❖ Responsible waste management practices
- ❖ Accessible and inclusive events and activities
- ❖ 2017 Maroondah Festival - program, layout of the Festival, location of amenities and interactive activities

Ongoing support will be available to all Ambassadors before, during and after the Maroondah Festival.

After the Maroondah Festival, all Ambassadors will be invited to attend a debrief session followed by a thank you function. Maroondah City Council also recognises the work of all volunteers at an annual function of which all Maroondah Festival Ambassadors will be invited to attend.

## AMBASSADORS UNIFORM

Council would like to make sure that the Maroondah Festival Ambassador is visible to Festival visitors so that they can provide assistance. Council will provide all Ambassadors on the day of the Festival with:

- ❖ A sun hat
- ❖ An Ambassadors vest
- ❖ Name tag

The Ambassadors will need to supply their own presentable casual clothes and comfortable footwear.

## KEY TIMELINES

Maroondah Festival Ambassador Program Advertised	3 July 2017
Applications Close	12 September 2017
Confirmation of becoming an Ambassador	19 September 2017
Training and information session	tbc
Maroondah Festival	Sunday 12 November 2017

## APPLICATION PROCESS AND ASSESSMENT CRITERIA

### Step 1

Read the eligibility section on page 3 to make sure that you meet the criteria.

### Step 2

Read the availability and commitment section on page 4 to check that you will be available to undertake the required duties.

### Step 3

Complete the application form and include two professional/personal referees. The application will need to be lodged with Maroondah City Council by Tuesday September 12, 2017.

### Step 4

You will be notified in writing of the outcomes of your application by Tuesday 19 September.

Once you have been accepted into the Maroondah Festival Ambassador Program you will be given further information about the training session and the tasks you will be undertaking at the Festival.

The assessment criteria to be considered as part of the application process will include the following:

#### Criteria 1

Demonstrated interest in volunteering at the Maroondah Festival.

#### Criteria 2

Friendly, approachable manner and a willingness to assist people.

#### Criteria 3

Ability to take instructions and follow them.

#### Criteria 4

An awareness of ensuring information provided to Festival visitors is accurate to the best of your knowledge.

# Maroondah Festival Ambassador Program Application Form 2017

## PERSONAL INFORMATION

Applicants name: \_\_\_\_\_ Phone number (BH): \_\_\_\_\_

Address: \_\_\_\_\_ Post code: \_\_\_\_\_

Email address: \_\_\_\_\_

**Please provide a few sentences on why you would like to become a Maroondah Festival Ambassador**

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## ELIGIBILITY

Are you over 18 years of age at the time of completing this application form?  Yes  No

Are you aware that being an Ambassador is a voluntary position?  Yes  No

If you are accepted in the Ambassador Program are you happy to submit to a Police Check (Council will cover the cost)?  Yes  No

Are you available to attend a training session in the week leading up to Festival (held outside work hours) and the Maroondah Festival on Sunday 12<sup>th</sup> November?  Yes  No

**BRIEF WORK/VOLUNTARY HISTORY (Please provide a few sentences on your work or voluntary experience)**

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## PERSONAL AND/OR PROFESSIONAL REFERREES

### Referee 1

Name: \_\_\_\_\_ Phone number (BH): \_\_\_\_\_

Email: \_\_\_\_\_

Relationship to applicant: \_\_\_\_\_

### Referee 2

Name: \_\_\_\_\_ Phone number (BH): \_\_\_\_\_

Email: \_\_\_\_\_

Relationship to applicant: \_\_\_\_\_

## APPLICANT TO READ AND SIGN

I understand and agree to abide by the following considerations in carrying out my voluntary work:

1. I understand that as a volunteer my work with Council will be unpaid
2. I will immediately report any accidents to a supervisor.
3. I will follow all safety rules and directions from a supervisor and be conscious of my own safety and that of others.
4. I will carry out all tasks in the Ambassadors task description allocated to me with due care and to the best of my ability.
5. I will not undertake tasks other than those specified in the task description.
6. I will disclose any medical condition that may affect my voluntary work.
7. I will not divulge any confidential information I receive in the course of my work with Council to any third party.

Applicants Name: \_\_\_\_\_

Applicant's signature: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_