

The Event Volunteer overview

The Event Volunteer is the friendly and welcoming face of Genealogy SA at events and workshops both on site at the Genealogy Library and at other venues. He/she is responsible for promoting the Society as an organisation of choice in regard to family history research and membership. The role also involves assisting with the set-up for the event, such as setting out chairs, laying out brochures, meeting guests and checking registration lists as guests arrive.

Tasks involved are:

- Set-up and pack-down of the event venue including membership forms, chairs, brochures, feedback forms, handouts, lights, signs/banners, computers/presentation AV/IT, blinds and air-conditioners
- direct each person who visits the event to register their attendance, and take, fill out and return a feedback form
- direct each person who visits the event to help themselves to brochures, or handouts
- answer general questions about the Society or membership with the Society
- help users navigate through the problems of using the different resources held by Genealogy SA
- ensure that information resources are not misused.

Role Description

Successful fulfilment the role requires:

- a friendly and outgoing nature and the ability to greet attendees in a friendly manner
- an understanding that the event is the public face of the society and plays an integral role in promoting the society and its ongoing viability
- the ability to work with and to assist others – being polite, helpful, encouraging, informative, engaging, firm, and quietly directive
- a good working knowledge of the benefits of membership with the Society and what and where the Society's information resources are
- organisation and care of all information resources – understanding the set-up and pack-down processes and ensuring that all resources used are returned correctly, assisting other volunteers where necessary
- cooperative collaboration with the event team leader volunteer, other event volunteers, representatives of the venue and attendees.

In line with the Society's Work Health and Safety policy, the Event Volunteer needs to:

- care for the personal wellbeing of yourself and others – ask for help if it is needed to move heavy objects, have breaks to maintain alertness, give your eyes a rest from screens and move to prevent stiff muscles
- ensure that the venue and equipment are used safely and respectfully
- report accidents or incidents to your project leader, or a member of staff

- in the event of any emergency, follow the instructions of the person in charge and assist other users or volunteers to evacuate if told to do so.