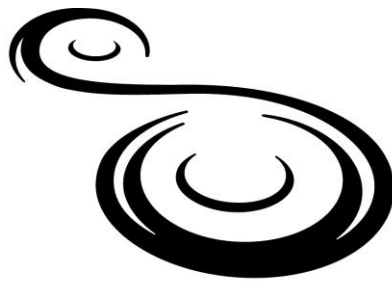


Application package for expressions of interest for

**Visitor Information Centres and
Somerset Regional Art Gallery
-The Condensery (Toogoolawah)**

Volunteer Program

with



Somerset
REGIONAL COUNCIL

- * Background
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Somerset V.I.C. Mission Statement

The Somerset Visitor Information Centres and volunteers strive to encourage economic, social and cultural benefit to the community by delivering accurate local tourism information, to encourage visitors to stay longer and experience all that Somerset has to offer.

Introduction

Thank you for expressing interest in becoming a volunteer at Somerset Regional Council's Visitor Information Centres (VIC) or Somerset Regional Art Gallery.

The primary role of a volunteer at the Visitor Information Centre is to promote the region to visitors by delivering accurate information on the many local tourism attractions, events and services across Somerset.

While the centres provide a range of self service information our assistance is typically provided through face to face conversations in response to queries. You are encouraged to enrich the visitor's experience by threading in your local knowledge, anecdotes and personal recommendations while accessing factual information from the Visitor Information Centre resources.

While we expect a high level of customer service we also aim to provide a supportive, friendly and inclusive working environment that encourages you to enjoy your role and your interactions with the public. Your time at the information centres should be rewarding and enjoyable, not onerous.

Your time as a volunteer will be rewarded with vocational training, product familiarisation tours, social events and a welcoming camaraderie.

There are four Council managed visitor information centres in Somerset;

Esk Visitor Information Centre is housed in a quaint timber cottage beside the Brisbane Valley Highway in the centre of Esk with views of Glen Rock. Built in the early 1900s the building has served as the Mayor's residence, Council chambers, and town steward residence before being converted to a visitor information centre in 2003.

The "Great Room" in the centre was converted to a gallery space in 2013 and displays local artist exhibitions that provide visitors with a pleasant diversion and insight into local culture.

Fernvale Visitor Information Centre is housed in the Fernvale Futures Complex in Fernvale's picturesque memorial park right on the Brisbane Valley Highway and acts as the region's southern welcome to visitors..

The modern complex is built alongside the Brisbane Valley Rail Trail on the site of the old Fernvale railway station in a style reminiscent of the original building.

The complex opened as a VIC in September of 2006 offering meeting spaces utilised by the community, Council and private organisations.

Kilcoy Visitor Information Centre is located in Kilcoy's iconic Yowie Park on the very busy D'Aguilar Highway and opened as a VIC in December 2014.

This very modern facility houses the VIC, an environmental interpretive centre and an 80 seat cinema. It features state of the art electronic interactive displays.

Yowie park is becoming a cultural hub for Kilcoy with craft cottage, history museum, art gallery and weekend markets all located in parkland beside the large lagoon.

Toogoolawah Visitor Information Centre and Somerset Regional Art Gallery (SRAG)–The Condensery art gallery and cultural precinct is the result of the redevelopment of the historic Nestle condensed milk factory. The century old building in Factory Road, Toogoolawah has been transformed into a multi-million dollar cultural precinct. The transformation of the disused condensery includes an accredited visitor information centre and enclosed air conditioned art gallery within the former Nestle packing shed. The site also includes an outdoor multi-use art-space and courtyard with ample sealed off-street parking available.

The primary role of a volunteer here is to deliver accurate tourist information as well as information on current and upcoming exhibitions and workshops.

SOMERSET REGIONAL COUNCIL VISITOR INFORMATION CENTRE Volunteer Role Description

Organisation: Somerset Regional Council

Role Purpose:

To provide volunteer support to the Somerset Regional Council visitor information centres/art gallery to promote economic, social and cultural benefit to the community through delivery of accurate local tourism information and by encouraging visitors to stay longer and experience all that Somerset has to offer.

Key duties:

- Provide a high level of customer service while representing Somerset region and Somerset Regional Council in a positive manner.
- Provide accurate visitor information on travel, transport, attractions, accommodation, dining, events and points of interest utilising your local knowledge and the record sources provided.
- Provide accurate visitor information on exhibitions and workshops being hosted in the gallery as well as historical, tourism and events information for across Somerset.
- Maintain brochure/merchandise stocks and display presentations.
- Maintain information resources (records and files) accurately and consistently.
- Accurately handle your assigned cash float, cashiering records and sales receipts.
- Accurately record visitor statistics per the recording system provided.
- Open and close the visitor information centre (if required and as appropriate to your shift).
- Adhere to Council privacy policies regarding the personal information of residents, staff and other volunteers.
- Maintain the centre in a tidy and safe condition in accordance with workplace health and safety policy.
- Maintain a tidy and presentable workspace.
- Attend volunteer staff meetings.
- Participate in training programs and product familiarisations.
- Other duties as requested from time to time by the centre supervisor or SRC Chief Executive Officer.

Optional tasks:

- Participate in events, trade shows and external activities promoting arts and tourism in Somerset.
- Participate in social activities as organised from time to time

Volunteers are not required to undertake:

- Heavy lifting
- Centre or bathroom cleaning
- Handling bookings for hall or rooms and advising hire rates
- Setting up for meetings

Time requirements:

The visitor information centres are open 362 days of the year. The centres are closed Good Friday, Christmas day and New Years day.

Volunteers may choose to attend;

- Midweek shifts
 - 9am to 1pm
 - 1pm to 5pm
 - 9am to 5pm
- Weekend and public holiday shifts
 - 9am to 2pm Visitor Information Centres – Esk, Fernvale and Kilcoy
 - 10am to 4pm Toogoolawah VIC and Somerset Regional Art Gallery only

Ability to attend weekly is highly desirable.

Skills / Qualifications:

- No formal qualifications are required but experience and or qualification in arts, hospitality, tourism or other service industries is highly desirable.
- Ability to maintain a high level of discretion and confidentiality in accordance with privacy legislation;
- Ability to present yourself professionally with a bright confident passion for delivering a high level of customer service.
- Excellent communication skills and ability to communicate with a diverse range of people from all walks of life, including visitors and colleagues.
- Passion for Somerset region and an eagerness to promote local tourism product.
- Ability to search computer and internet information resources or the willingness to learn and acquire the basic skills.
- Understanding of paper filing systems and the ability to maintain filed records in accordance with policies and procedures or the willingness to learn and acquire the basic skills.

Interview:

- Upon receipt of volunteer application, Somerset Regional Council will arrange an interview with volunteer. This will involve a panel of two – HR Officer and a Visitor Information Services Officer and the prospective volunteer discussing the role and asking a few questions to assess suitability to become a volunteer with Somerset Regional Council.

Orientation & Training:

- Applicants who are selected as volunteers will be required to undergo a full induction program including Workplace Health and Safety where they will be required to read, understand, agree to and sign the “Somerset Regional Council Code of Conduct, Confidentiality & Privacy Agreement”, “Staff and Volunteer Statement” and other formal documentation as required.
- Initial orientation is provided as well as on-going training, support, performance appraisal and briefing as required.

Rosters & Uniforms:

- Volunteers are scheduled to attend per an agreed roster issued at least one month in advance.
- Coverage by Council's insurance policy requires volunteers to sign in at the start of shift and sign out at the end of shift.
- Unexpected commitments and days of illness are reasonable and will be accommodated with adequate notice. Contact your centre supervisor if unable to attend a rostered shift for any reason.
- A polo shirt and name badge will be supplied by Council which volunteers should wear as a required uniform on shift, training or familiarisation trips.
- A Council Branded jacket will be issued to volunteers who are rostered to work a minimum of three shifts per quarter (minimum once per month or three times over a three month period).
- General attire is “smart casual” with covered footwear as appropriate to presenting a professional image. Clothing must be appropriate to the health and safety considerations of the volunteer's work responsibilities.

Volunteer Famil Attendance:

Somerset Regional Council rewards its volunteers for their support by organising four familiarisation tours per year. These tours are a thank you to volunteers for their time and are a great way of getting to know and better understand tourism attractions in Somerset.

To attend a volunteer famil tour, volunteers must work a minimum of three shifts per quarter (minimum once per month or three times over a three month period) to support their attendance at a volunteer famil tour in that quarter.

Customer Service Etiquette:

Training will be provided on the standards of customer service and etiquette.

We aim to greet all centre visitors with a smile and an offer of assistance and to satisfy all enquiries to the best of our ability.

Complaint Handling:

Most clients are a pleasure to assist. However, from time to time you may encounter clients who are irritated or aggrieved.

Training will be provided on the standards of complaint handling and recording;

- Always stay polite
- Keep your voice calm
- Refer any aggrieved enquiries to the centre supervisor
- Council has a zero tolerance policy on abusive behaviour toward volunteers

Performance procedures:

- Volunteers will receive feedback on their performance at times established by the centre supervisor.
- Volunteers may discontinue their service as a volunteer at any time. We ask that you provide a written/emailed notice of resignation.
- A volunteer's service may be terminated at any time if Council considers the volunteer has acted contrary to established policies and procedures and we are unable to reach a remedy.
- Upon resignation or termination, volunteers are to return name badges and any other Council property in their possession.

Conclusion:

Make sure you have fun and enjoy what you do while volunteering with Somerset Visitor Information Centres or Somerset Regional Art Gallery. We appreciate and thank you for your participation.

**VISITOR INFORMATION CENTRE/SOMERSET REGIONAL ART
GALLERY**

Volunteer Application Form

Personal Details	
Surname	First Name
Street Address	
Town	Post Code
Home Phone	Mobile
Email	
Visitor Information Centre (please circle): ESK FERNVALE KILCOY TOOGOLAWAH (SRAG)	
<p>Are you aware of any illness or disability that may affect your ability to perform the duties of a volunteer within the Visitor Information Centre/Somerset Regional Art Gallery?</p> <p><input type="checkbox"/> Yes – please state</p> <p><input type="checkbox"/> No</p>	
Qualifications / Experience / Hobbies	
<p>List any qualifications, experience, hobbies you may have which will be useful in a volunteer role. A resume may be attached.</p> <p><i>Academic Qualifications:</i></p> <p><i>Computer Literacy:</i> (please state what computer programs/software/internet etc you are familiar with)</p> <p><i>Work Experience:</i></p> <p><i>Languages spoken other than English:</i></p> <p><i>Hobbies:</i></p> <p>If more space is needed, please feel free to attach another page with further information</p>	
Benefits for the service and for you	
<p>In a paragraph, please describe what you can contribute through volunteering at the Visitor Information Centre or Somerset Regional Art Gallery (eg, skills, experience, personal qualities, interest).</p> 	

Please describe how you think volunteering with the Visitor Information Centre/Somerset Regional Art Gallery will benefit you.

Positive Notice Blue Card	Driver's Licence
Do you hold a current Positive Notice Blue card? <input type="checkbox"/> Yes, number: _____ <input type="checkbox"/> Volunteer <input type="checkbox"/> Paid Employee <input type="checkbox"/> No <input type="checkbox"/> Willing to obtain if required	Do you hold a current Qld driver's licence? <input type="checkbox"/> Yes <input type="checkbox"/> No <u>Details:</u> Class: _____ Number: _____ Expiry Date: _____

Availability to Volunteer		
Please advise which days of the week, frequency and preferred times you are available to be put on a roster		
<p>Monday</p> <input type="checkbox"/> 9am to 1pm <input type="checkbox"/> 1pm to 5pm <input type="checkbox"/> 9am to 5pm Notes:	<p>Tuesday</p> <input type="checkbox"/> 9am to 1pm <input type="checkbox"/> 1pm to 5pm <input type="checkbox"/> 9am to 5pm Notes:	<p>Wednesday</p> <input type="checkbox"/> 9am to 1pm <input type="checkbox"/> 1pm to 5pm <input type="checkbox"/> 9am to 5pm Notes:
<p>Thursday</p> <input type="checkbox"/> 9am to 1pm <input type="checkbox"/> 1pm to 5pm <input type="checkbox"/> 9am to 5pm Notes:	<p>Friday</p> <input type="checkbox"/> 9am to 1pm <input type="checkbox"/> 1pm to 5pm <input type="checkbox"/> 9am to 5pm Notes:	<p>Saturday</p> <input type="checkbox"/> 9am to 2pm <input type="checkbox"/> 10am to 4pm (SRAG) Notes:
<p>Sunday</p> <input type="checkbox"/> 9am to 2pm <input type="checkbox"/> 10am to 4pm (SRAG) Notes:		

Applicant Name: _____	Date: _____
Applicant's Signature: _____ <i>Please note: If you are under 18, please ask a parent or legal guardian to sign for you.</i>	

<u>Office Use Only</u>	
Date received	
Interview call	
Date interviewed	
Appointed/Not appointed	
Notifying letter sent	
Notes	