

VOLUNTEER TOP UP TEAM

TEAM TITLE

Volunteer Top Up Team

TEAM COORDINATOR

Meg Hinselwood

PLACE & TIME REQUIREMENTS

Wednesday before the festival through to Tuesday after the festival

NUMBER OF VOLUNTEERS IN TEAM:

There are approximately 6 members of this team

PURPOSE OF TASK (RELATIONSHIP TO THE FESTIVAL)

The recruitment of replacement or 'top up' volunteers on to the site.

CONCISE DESCRIPTION OF DUTIES & RESPONSIBILITIES

The Volunteer Top Up Team crew are our on-site back up recruitment and deployment team. Volunteer rosters are usually full as we head in to each festival, but as the festival arrives, people get sick, get called in to work, have cars break down and other life drama's that mean that they either don't make it to the festival at all, or have to leave us suddenly. Luckily we have lots of interest in volunteering and run a reserve list so that we can cope with these gaps that appear in team rosters. The Top Up Team match people to available jobs, and ensure that these volunteers complete the necessary forms and procedures to become rostered, insured and deployed properly.

BASIC QUALIFICATIONS

Good people skills, problem solving and troubleshooting. The ability to follow policies and procedures and ensure the necessary documentation is created. The team will deal with stressed coordinators who are anxious about how their team will be able to cope with reduced numbers, and with people who are trying to talk their way into the festival, and so need maturity, commonsense, and the ability to say "no" when necessary.

ORIENTATION REQUIREMENTS

Volunteer Top Up team members are encouraged to attend any pre-festival training sessions that are organised, and the Volunteer Training and Orientation Day held Sunday prior to the festival.