

## POSITION DESCRIPTION

<b>Position</b>	Precinct Manager
<b>Position Type</b>	Volunteer
<b>Reports to</b>	Precinct Manager Team Leader, Operations Coordinator
<b>Direct reports</b>	Assistant Precinct Manager, Volunteers (Building Volunteers, Roving Volunteers, Info Hub Volunteers [City of Melbourne Precinct])
<b>Duration</b>	Saturday 27 July – Sunday 28 July
<b>Shift Length</b>	7 Hours (Including 30-minute break)

### Precinct Manager Overview

The Precinct Manager plays a key role during the Open House Weekend as the main channel of communication between Volunteers, Building Staff, and Open House Melbourne attendees. Precinct Managers, supported by the Assistant Precinct Managers and Volunteers are the eyes and ears of the Open House Weekend and play a pivotal role in the Open House Melbourne team.

Precinct Managers are responsible for overseeing their assigned precincts and Volunteers to ensure the smooth running of all operational aspects of the Open House Weekend. Strong communication, confident team management, high attention to detail and organisation are vital for the success of this role.

As the primary Open House Melbourne representative in your precinct, it is essential to ensure accurate brand representation and an enjoyable, quality experience for all Open House Melbourne Volunteers and attendees.

For more information about what to expect on the Open House Weekend, please see the Precinct Manager [Day on a Page!](#)

If you feel like you are ready to progress into this integral leadership role, please complete the [Precinct Manager/Assistant Precinct Manager Application](#).

### Open House Vision, Mission and Strategic Pillars

Since 2008, the Open House Melbourne Weekend has quickly grown to become one of Melbourne's most widely attended cultural events. None of this would be possible without our passionate volunteers!

#### Our Vision

Inspire and empower all Victorians to respect and care for place and champion the power of good design in shaping the future of our built environment.

#### Our Mission

Through collaborative, creative and impactful programs, Open House Melbourne leads critical public debate on the value of place and design, empowering all Victorians to understand the important role they can play in shaping our built and natural environments.

## ROLES AND RESPONSIBILITIES

<b>Role Preparation</b>	<ul style="list-style-type: none"> <li>• Maintain communication with Open House staff, Assistant Precinct Manager, Precinct Manager Team Leader and assigned Volunteers in the lead up to the Weekend.</li> <li>• Complete a read-through of Volunteer Handbook.</li> <li>• Attend the Precinct Manager and Assistant Precinct Manager Training night on Thursday 20 June 2024.</li> <li>• Attend the Volunteer Training Day on Saturday July 13 2024 to assist with training and introduce yourself to your assigned Volunteers.</li> <li>• Log in to the Volunteer Portal in the Open House Melbourne website and familiarise yourself with the full program and your precinct in detail.</li> <li>• Review your assigned Volunteers' names and contact details via Deputy. Ensure you have access to your volunteer list to facilitate check-ins provide necessary updates.</li> <li>• Contact your assigned Volunteers to confirm their shift and attendance, report your findings to the Precinct Manager Team Leader and raise any identifiable attendance issues.</li> <li>• Act as the primary point of contact for assigned Volunteers in your Precinct in the week leading up to the event. You may receive emails, text messages or telephone calls, and will need to respond where appropriate, or direct the communications to your Precinct Manager Team Leader or Operations Coordinator.</li> <li>• Liaise with the Assistant Precinct Manager (if assigned) to form a clear strategy for managing your Open House Weekend day/s, including establishing communication channels, visiting Volunteers and buildings and troubleshooting any issues that may occur.</li> </ul>
<b>Visitor Services</b>	<ul style="list-style-type: none"> <li>• Offer a friendly and welcoming experience to visitors, fellow volunteers and building staff.</li> <li>• Promote nearby Open House buildings and other program elements.</li> <li>• Pro-actively assist visitors throughout their Open House experience.</li> </ul>
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>• Be aware of any incidents/concerns and report to the Precinct Manager Team Leader, Operations Coordinator and/or Building Staff.</li> <li>• In the case of an incident or emergency, escalate to the Building Staff and follow the building's risk management plan.</li> <li>• In the case of an evacuation or emergency your primary responsibility is to ensure your own safety.</li> <li>• Follow all Risk Management reporting requirements.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Adhere to all Open House policies and procedures.</li> <li>• Perform all responsibilities outlined in the Position Description to the best of your ability.</li> <li>• Arrive to shifts on time and ready to perform the responsibilities of your role.</li> <li>• Do not attend a shift if you are not fit to work. Inform the Operations Coordinator or Precinct Manager Team Leader if you are unable to attend your shift.</li> </ul>

<b>Weekend Operations</b>	<ul style="list-style-type: none"> <li>• Meet with the Assistant Precinct Manager (if assigned) at a predetermined building/location.</li> <li>• Check in with the Precinct Manager Team Leader via text/phone.</li> <li>• Check-in with Volunteers at the beginning of their shifts via text/phone.</li> <li>• Record Volunteer attendance and note any no-shows' names and reasons for not reporting for their shift.</li> <li>• Manage any shortfalls by deploying Roving Volunteers between buildings and notify the Precinct Manager Team Leader of your shortfall position.</li> <li>• Assist your assigned Volunteers by filling in for no-shows where necessary.</li> <li>• Visit and liaise with each of your buildings (including building that do not have Volunteers) and check in with Volunteers and Building Staff to ensure operational aspects are proceeding to plan.</li> <li>• Introduce yourself to Building Staff. Elicit feedback, answer questions and address any concerns within your capacity. Refer any notable issues to Open House staff immediately or during post-event evaluations as appropriate.</li> <li>• Ensure all Volunteers complete the necessary shift reports for their program or building. Follow up via text or phone where necessary.</li> <li>• Manage the transition from the morning to afternoon shift using the check in process via text/phone.</li> <li>• At the end of your shift, provide any positive and/or negative feedback to the Precinct Manager Team Leader to assist in future events.</li> </ul>
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## INHERENT REQUIREMENTS

**Position Type:** Volunteer

**Primary Actions:**

- Communicating with the public; monitoring and assisting guests
- Maintaining communication with fellow Volunteers, Open House Staff and Building Staff
- Queue management, wayfinding, ticket scanning or sighting
- Shifts 3.5 - 6 hours.

**Secondary Actions:**

- Low to medium manual handling
- Extended periods of standing, walking and use of stairs

Action	Never	Occasional	Frequent
Sitting		X	
Standing			X
Walking			X
Steps or Stairs		X	
Kneeling or Squatting		X	
Bending or Twisting		X	
Working at Height < 2m		X	

Working at Heights >2m	<b>X</b>		
Working with hands above shoulder height	<b>X</b>		
Gripping or Grabbing			<b>X</b>
Fine hand coordination			<b>X</b>
Carrying		<b>X</b>	
Lifting floor to waist		<b>X</b>	
Pushing or pulling		<b>X</b>	
Shift work/long hours		<b>X</b>	
Driving		<b>X</b>	