

# ENLIGHTEN FESTIVAL

4 March – 20 March 2022

## Volunteer Roles Description

The Enlighten Festival will be delivered with a focus on delivering the best possible attendee experience while having a major focus on responsible practices to ensure the safety of everyone. Volunteer roles have been tailored to this new approach.

### ENLIGHTEN ILLUMINATIONS – 4 March – 14 March 2022

#### Volunteer Support Assistant

WHERE: Volunteer Headquarters, Questacon car park

REQUIRED: 1 Per Shift

SHIFT TIMES: 5.00PM – 11.00PM (5:00PM – 8:00PM and 8:00PM – 11:00PM)

The Volunteer Support Assistant will assist the Volunteer Coordinator to manage the volunteer sign-in & sign-out process including distribution of any uniforms required, radios, drink bottles, torches, etc. The Volunteer Support Assistant will work with Volunteer Coordinator and Event Management to ensure all event roles are covered and all assets are monitored and managed. The Volunteer Coordinator will be responsible for passing on messages via radio and providing information to volunteers around the event precinct.

#### Information Assistant

WHERE: Questacon Lawns/John Dunmore Lang Place

REQUIRED: 2 Per Shift

SHIFT TIMES: 5.00PM – 11.00PM (5:00PM – 8:00PM and 8:00PM – 11:00PM)

With so many exciting things happening across the large site, a multi-day program and other Festival activity spread across various locations, information assistants are extremely important. The role will include greeting attendees, providing information about programming and venues, COVID/Safety standards and answering any other event related questions. Volunteers working in the information

marquee will need to have an understanding of site layout, key times and the location of all lighting installations. Printed maps/programs will be provided to you.

The Information Marquee will also be the base for reporting lost property and receiving found property, dealing with complaints and distributing maps, and phone number id wrist bands to parents or care givers to assist with reuniting group members if they are separated on site.

### Installation Support

**WHERE: Enlighten Precinct**

**REQUIRED: 4 Per Shift**

**SHIFT TIMES: 6.00PM – 11.00PM (6:00PM – 8:30PM and 8:30PM – 11:00PM)**

Installation Support volunteers will work with the Enlighten Management Team to provide support to the precinct installations. Your role at the installations will include monitoring crowd behavior to ensure no food or drink is spilt on the installation, no-one smokes around or inside an installation, and encouraging COVID safe distancing and queuing at installations. You will also be required to wipe down installations between patrons if the installation is interactive.

Installation Support volunteers will also be required to discourage patrons from behaving inappropriately around the installations. As a piece of art on display, the installations will require special care to be shown by visitors and this will need to be monitored carefully.

Other aspects of this role are general site supervision, including reporting any hazards, incidents that may require security and ensuring the installation areas remain clean and presentable.

### Roving COVID Safety/Site Maintenance Officer

**WHERE: Enlighten Precinct**

**REQUIRED: 4 Per Shift**

**SHIFT TIMES: 4.00PM – 11.00PM (4:00PM – 7:30pm and 7:30pm – 11:00pm)**

Illuminations is an open site and as a Roving Officer, you will be responsible for slowly walking the site ensuring COVID safe practices are being implemented and general cleanliness is maintained. BentSpoke Beer Garden will be a contained licensed venue within the larger site, however the entrances and exits will be monitored against capacity limits, not ticketed session times.

Your COVID safety responsibilities includes encouraging patrons to use QR check ins and maintain safe distancing, both while queuing to engage with installations or while waiting for food and drink.

Your site maintenance responsibilities will include wiping down tables/chairs after a patron vacates them, maintaining general site cleanliness, and helping patrons to correctly separate their waste into the appropriate bins. You will be provided with information on which products belong in which bins and you will have a document with you at all times to refer to.

You will be allocated to areas of the Illuminations site when you arrive at your shift to ensure all areas are properly attended.

### Festival Administration Assistant

**WHERE: Enlighten Site Office, Questacon Car Park**

**REQUIRED: 1 Per Shift**

**SHIFT TIMES: 12.00PM – 5.00PM and 5.00PM – 11.00PM**

Your role will be to perform general administration tasks in the event office on site such as collation of documents into folders, handing out accreditation, ensuring site attendees sign in, making copies, laminating, stuffing envelopes, answering phones, receiving deliveries, etc.

### Setup Assistant

**WHERE: Enlighten Precinct**

**REQUIRED: minimum 4 per shift**

**SHIFT TIMES: 3:00pm – 6:00pm**

Your role will be to assist event staff and site crew in setting up and preparing event spaces for nightly operations. This may include positioning signage, setting up seating, transporting equipment between areas etc. This role will not require heavy lifting, but it will require physical work outside.

### Artist Liaison/Stage Assistant

**WHERE: Enlighten Precinct**

**REQUIRED: 2 per shift**

**SHIFT TIMES: 4.30PM – 7.30PM and 7.30PM – 11:00PM**

As artist liaison you will be helping the event team prepare each artist's information and rider packs, coordinate with the artists to make sure they are on time and aid them in any preparation for their performance.

Your stage assistant responsibilities will be working with the sound and stage crew to make sure set times are maintained and change overs between acts occur smoothly. You will also be a point for contact between the stage crew and event management.

## CANBERRA BALLOON SPECTACULAR – 12 March – 20 March 2022

### Information Assistant

WHERE: Patrick White Lawns, Parkes

REQUIRED: 2 Per Shift

SHIFT TIMES: 6.00AM – 10.00AM

With an early start on the lake, we are looking for people who can provide an upbeat friendly attitude as they will be one of the first points of contact for pilots and attendees. The role will include greeting pilots and attendees as they arrive, promoting COVID/Safety standards and answering any other event related questions. There will not be a designated information tent at this event so you will be roaming the site or stationed at the entry to ensure you are in a position to provide helpful information. A few examples of the information you will need to be across are; site layout (location of toilets, food etc), key times of balloon launches, where attendees can sign up for a ride, where the balloons land and where can public transport or parking be accessed. Printed maps and event programs will be provided to you for your reference.

## Lights! Canberra! Action! – 11 March 2022

### Usher

WHERE: Senate Rose Gardens

REQUIRED: 2 Per Entry Gate

SHIFT TIMES: 6:30PM – 10.00PM

As an Usher you will guide attendees to the appropriate areas for seating and picnic dinners, inform attendees of toilet, ATM and food locations and provide scheduling information for the event. Information on transport options may also be requested. You will also be required to encourage responsible COVID practices, such as distancing and QR check ins.

## **SYMPHONY IN THE PARK – 13 March 2022**

### Information Assistant

**WHERE: Information Marquee, Stage 88 Lawns, Commonwealth Park**

**REQUIRED: 2 Per Shift**

**SHIFT TIMES: 6.00PM – 9.30PM**

At the information tent you will be the first point of contact for enquiries, lost people, lost property and programming information so it is important to have a friendly and helpful attitude.

You will assist at the Information Marquee by greeting attendees, providing information about programming, and giving directions and answering any other questions that attendees may have. All volunteers should have an understanding of the Symphony in the Park program and be able to provide this information.

You may receive complaints or difficult questions in this role. You will be provided with a procedure to record any complaints and you can always contact event staff if necessary. You are not required to handle uncomfortable situations.

### Artist Liaison/Stage Assistant

**WHERE: Stage 88 Lawns, Commonwealth Park**

**REQUIRED: 2 per shift**

**SHIFT TIMES: 6.30PM – 9.30PM**

As artist liaison you will be helping the event team prepare each artist's information and rider packs, coordinate with the artists to make sure they are on time and aid them in any preparation for their performance.

Your stage assistant responsibilities will be working with the sound and stage crew to make sure set times are maintained and change overs between acts occur smoothly. You will also be a point for contact between the stage crew and event management.

### Usher

**WHERE: Stage 88 Lawns, Commonwealth Park**

**REQUIRED: 2 Per Shift**

**SHIFT TIMES: 6.30PM – 9.30PM**

As an Usher you will guide attendees to the appropriate areas for seating and picnic dinners, inform attendees of toilet, ATM and food locations and provide scheduling information for the event. Information on Transport options may also be requested. You will also be required to encourage

responsible COVID practices, such as distancing and QR check ins.

### Setup Assistant

**WHERE: Stage 88 Lawns, Commonwealth Park**

**REQUIRED: 4 per shift**

**SHIFT TIMES: 3:00pm – 6:00pm**

Your role will be to assist event staff and site crew in setting up and preparing event spaces for nightly operations. This may include positioning signage, setting up seating, transporting equipment between areas etc. This role will not require heavy lifting, but it will require physical work outside.

You will be inducted to provide directions on safe approach to your work as well as provided with sunscreen, but sun safe clothing is encouraged.

## **CANBERRA DAY – 14 March 2022**

### Information Assistant

**WHERE: Information Marquee, Stage 88 Lawns, Commonwealth Park**

**REQUIRED: 2 Per Shift**

**SHIFT TIMES: 11.00AM – 2.00PM, 2.00PM – 5.00PM, 5.00PM – 8.00PM**

At the information tent you will be the first point of contact for enquiries, lost people, lost property and programming information so it is important to have a friendly and helpful attitude.

You will assist at the Information Marquee by greeting attendees, providing information about programming, and giving directions and answering any other questions that attendees may have. All volunteers should have an understanding of the Canberra Day program and be able to provide this information.

You may receive complaints or difficult questions in this role. You will be provided with a procedure to record any complaints and you can always contact event staff if necessary. You are not required to handle uncomfortable situations.

### Artist Liaison/Stage Assistant

**WHERE: Stage 88 Lawns, Commonwealth Park**

**REQUIRED: 2 per shift**

**SHIFT TIMES: 11.00AM – 2.00PM, 2.00PM – 5.00PM, 5.00PM – 8.00PM**

As artist liaison you will be helping the event team prepare each artist's information and rider packs, coordinate with the artists to make sure they are on time and aid them in any preparation for their performance.

Your stage assistant responsibilities will be working with the sound and stage crew to make sure set times are maintained and change overs between acts occur smoothly. You will also be a point for contact between the stage crew and event management.

### Setup Assistant

**WHERE: Enlighten Precinct**

**REQUIRED: 4 per shift**

**SHIFT TIMES: 9:00am – 12:00pm**

Your role will be to assist event staff and site crew in setting up and preparing event spaces for nightly operations. This may include positioning signage, setting up seating, transporting equipment between areas etc. This role will not require heavy lifting, but it will require physical work outside.