

# ENLIGHTEN FESTIVAL

3 March – 19 March 2023

## Volunteer Role Descriptions

A range of volunteer roles are available for throughout the various events during Enlighten Festival.

### **Illuminations @ Enlighten – 3 – 13 March 2023**

#### Volunteer Support Assistant

**Where:** Volunteer Headquarters, Questacon carpark

**Required:** 1 per shift

**Shift times:** 5:00pm – 8:00pm, 8:00pm – 11:00pm

The Volunteer Support Assistant will assist the Volunteer Coordinator to manage to volunteer sign-in and sign-out process, and the distribution of uniforms and radios. The Volunteer Support Assistant will work with the Volunteer Coordinator 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 precinct.

#### Information Assistant

**Where:** Questacon Lawns

**Required:** 2 per shift

**Shift times:** 5:00pm-8:00pm, 8:00pm - 11:00pm

With so many exciting things happening across the festival site, a multi-day program and other events spread across various locations, information

assistants are extremely important. The role will involve greeting attendees, providing information, and answering any event related questions. Information Assistants will require a good understanding of the festival site layout, key timings, locations, and programming items. Printed maps, programs and extra information will be provided. The information marquee is the location for lost and found property, patron feedback and distributing wristbands. You may receive complaints or difficult questions in this role, however you can always radio event staff if necessary. You are not required to handle uncomfortable situations.

### Programming Assistant

**Where:** Enlighten Festival Hub

**Required:** 8 per shift

**Shift times:** 6:00pm-8:30pm, 8:30pm – 11pm

Programming volunteers will assist the programming team and the event management team with various roles which may involve stage assistance and installation support. Installation Support volunteers will provide support to selected installations across the site. This involves monitoring crowd behaviour to ensure patrons are interacting with the installations in an appropriate manner and ensuring there is no food or drink spilled and no one is smoking around the installations. You will also interact with attendees to support their experience and answer any event related questions. At times, you may be required to assist on stage with aiding artists with preparation for their performances and moving equipment as required.

### Roving Support

**Where:** Enlighten Festival Hub

**Required:** 4 per shift

**Shift times:** 6pm – 8:30pm, 8:30pm – 11pm

As Roving Support, you will be roaming the event site to assist the event team with any set up and site jobs and providing assistance to event staff. You may also be required to assist at entry points. You will also assist other volunteers

to provide assistance and relieve breaks as required. Other aspects of this role are general site supervision, including reporting any hazards. You may also be asked general event questions by attendees. This role may involve physical working and moving equipment when required.

## **Canberra Balloon Spectacular – 11 – 19 March**

### Information Assistant

**Where:** Patrick White Lawns

**Required:** 2 per shift

**Shift times:** 6:00am – 9:30am

With an early start, as an Information Assistant you will be a point of contact for pilots and attendees. The role will include greeting pilots and attendees as they arrive and answering any event related questions. There won't be a designated information tent so you will be roaming the site. You will be required to be familiar with the site layout, including location of toilets, key timings of balloon launches and where the balloons land. Maps, event information and programs will be provided. Please note you may not be required for the full hours as scheduled.

## **Lights! Canberra! Action! – 10 March 2023**

### Setup Assistant

**Where:** Senate Rose Gardens

**Required:** 4 per shift

**Shift times:** 3pm – 6:30pm

Your role as setup assistant will be to assist event staff and site crew in setting up and preparing the space for the event. This may include positioning signage, setting up seating and tables, transporting equipment between areas etc. This role will not require heavy lifting; however, it will require physical work outside so are required to be physically fit.

## Usher

**Where:** Senate Rose Gardens

**Required:** 2 per entry gate

**Shift times:** 6:30pm – 10:00pm

As an usher, you will guide attendees from entry points to the appropriate areas for seating and picnic dinners, inform of toilet facilities and food and beverage locations and provide scheduling information for the event. Information on transport options may also be requested. You will also be required to monitor the aisles and space around the bar to ensure the space is kept clear.

## **Symphony in the Park – 12 March 2023**

### Information Assistant

**Where:** Information Marquee, Stage 88, Commonwealth Park

**Required:** 2 per shift

**Shift times:** 6:00pm – 9:30pm

The Information Assistant role will involve greeting attendees, providing information and answering any event related questions. Information Assistants require an understanding of the site layout, key timings, locations, and programming items. Printed maps, programs and extra information will be provided. The information marquee is the location for lost and found property, patron feedback and distributing wristbands. You may receive complaints or difficult questions in this role, however, you can always radio event staff if necessary. You are not required to handle uncomfortable situations.

## Usher

**Where:** Stage 88 Lawns

**Required:** 4 per shift

**Shift times:** 6:00pm – 9:30pm

As an usher, you will be roaming the site to guide attendees to the appropriate areas for seating and picnic dinners, inform of toilet facilities and food and beverage locations and provide scheduling information for the event. You will also be required to keep aisle's clear, so safety is maintained. Information on transport options may also be requested.

## **Canberra Day – 13 March 2023**

### Information Assistant

**Where:** Information Marquee, Stage 88, Commonwealth Park

**Required:** 2 per shift

**Shift times:** 11:00am – 2:00pm, 2:00pm – 5:00pm, 5:00pm – 8:00pm

The Information Assistant role will involve greeting attendees, providing information and answering any event related questions. Information Assistants require an understanding of the site layout, key timings, locations, and programming items. Printed maps, programs and extra information will be provided. The information marquee is the location for lost and found property, patron feedback and distributing wristbands. You may receive complaints or difficult questions in this role, however, you can always radio event staff if necessary. You are not required to handle uncomfortable situations.

### Programming Assistant

**Where:** Stage 88, Commonwealth Park

**Required:** 1 per shift

**Shift times:** 11:00am – 2:00pm, 2:00pm – 5:00pm, 5:00pm – 8:00pm

The programming assistant will assist the programming team at Stage 88. You will assist with distributing and clearing water on stage for artists, stocking green rooms, managing the riders, greeting artists, assisting with moving equipment and keeping backstage areas tidy.