

Floriade & NightFest 2022 Volunteer Roles

Floriade and NightFest 2022 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.

All volunteers are expected to fulfill "COVID Marshall" responsibilities and the details of this will be outlined in a Volunteer Handbook and reviewed in pre-event briefings.

Pre-Event

Event Office Admin Assistant

This volunteer will help with general administration tasks in the event office on site such as collation of documents into folders, photocopying, responding to general enquiries, registering suppliers, issuing equipment, laminating, receiving deliveries. This role will give the individual the opportunity to be involved in the planning and preparation of a major outdoor event and those looking for experience in the events industry will be the preferred candidates.

Skills: Administrative experience and interest in events industry is desirable.
Required: 1 volunteer per day
Days: To be discussed directly with individual
Shift Times: TBC

Venue and Site Decoration

Assist our event delivery team to design and prepare venue and site decorations that bring the Floriade theme to life. These volunteers will also be required to paint, bend, lift and assemble artwork using tools and equipment.

Skills: Artistic and or carpentry experience is desirable.
Required: 4-6 volunteers per day
Days: 12 – 16 September 2022
Shift times: 9:00am – 1:00pm
1:00pm – 5:00pm



Floriade Event

Volunteer Support Assistant

Support Events ACT Volunteer Co-Ordinator with Volunteer check in's sign out radios and other equipment. Keep the volunteer lounge clean and stocked. This volunteer will also assist the volunteers with any questions or enquiries and ensuring that volunteers are relaxed during their breaks.

Skills: Well organized, friendly and approachable.
Required: 1 volunteer per shift
Days: Daily
Shift times: 8:00am – 12:15pm
12:00pm – 4:00pm

Site Office Admin Assistant

This volunteer will help with general administration tasks in the event office on site such as collation of documents into folders, photocopying, responding to general enquiries, registering suppliers, issuing equipment, laminating, receiving deliveries and signing in visitor as required.

Skills: Well organized and proactive.
Required: 1 volunteer per shift
Days: 3 days a week
Shift times: 10:00am – 2:00pm

Information Assistant

With so many exciting things happening across the large site and a multi-day program, information assistants are extremely important. The role will include greeting attendees, providing information about programming and activities, provide directions and answering any other event related questions. Printed maps/programs will be provided to you. The Information Marquee will also be the base for reporting lost property and receiving found property, running errands, recording feedback and complaints, distributing event information literature, and facilitating event staff in certain important procedures such as lost child procedures.

On shifts greater than 5 hours you will be afforded a 15 minute break.

Skills: Friendly, approachable and willing to help
Required: 2 volunteers per shift
Days: Daily
Shift Times: 8:45am – 1:30pm
1:15pm – 5:30pm



Welcome Team

Welcoming patrons to the festival, these volunteers will provide information on the festival, give directions to key attractions, and help people if they have any questions or queries. These volunteers will be positioned at the entrances to Floriade.

Skills: Friendly with a winning smile! Long periods of standing likely.
Required: 8 volunteers per shift
Days: Daily
Shift Times: 8:45am – 1:15pm
1:00pm – 5:15pm

Entertainment Support/ Artist Liaison

Reporting to the Stage Manager and Programming team, these volunteers are responsible for greeting artists, ensuring they have a great Floriade experience, keeping the greenroom clean and stocked and other duties as required.

Skills: Accessible and professional personality, able to take direction
Required: 2 volunteers per shift
Days: Weekends only
Shift Times: 9:15am – 1:30pm
1:15pm – 5:30pm

Cloak Room Attendants

Working in the cloak room, these volunteers will help to take in people's bags and cloaks, store them using the cloak room system and give them back to patrons as required. Cash handling may be required.

Skills: Accessible and professional, comfortable with cash handling
Required: 2-4 volunteers per shift
Days: Daily
Shift Times: 8.45am – 1:30pm
1:15pm – 5:30pm

Charity Assistants

Working with the marketing team, these volunteers will assist the charities in collecting cash donations, engaging patrons with an open and friendly attitude.

Skills: Friendly and approachable. Long periods of standing likely.
Required: 2 volunteers per shift
Days: Daily
Shift Times: 9:45am – 1:00pm
12:45pm – 4:00pm



Floriade Ambassadors

These volunteers help visitors to have a fantastic Floriade experience by answering questions, providing advice and directions, distribution maps and other materials. Assist with putting up/taking down umbrellas, tidying tables and chairs, general litter picking if you see rubbish and helping visitors across the site.

- Skills:** Friendly, professional, and welcoming manner with a love of Floriade! Long periods of standing likely.
- Required:** 4 volunteers per shift
- Days:** Daily
- Shift Times:** 8.45am – 1:30pm
1:15pm – 5:30pm

Floriade Garden Ambassador

This volunteer will assist and support the gardening team to provide ad hoc tours and help manage the groups. Training on guiding and sharing information on the design and planning process of the gardens will be provided.

- Skills:** Friendly personality, confident speaker to a public audience, love and understanding of gardening
- Required:** 2 volunteer per shift
- Days:** TBC
- Shift Times:** 8.45am – 12:45pm
12:30pm – 4:30pm



NightFest Event

Set Up Crew

These volunteers will be assisting the events team in flipping the event site from Floriade to NightFest by erecting signage, setting up trestle tables, and positioning equipment. These volunteers will be required to be lifting and moving equipment and will be working to a tight deadline.

Skills: Fit and able with a 'can do' attitude
Required: 2-4 volunteers per shift
Days: 29, 30 September; 1, 2 October
Shift Times: 4:00pm – 7:00pm

NightFest Ambassador

These volunteers help visitors to have a fantastic NightFest experience, by answering questions, providing advice and directions. These volunteers will be positioned inside the entry gates to NightFest.

Skills: Friendly, professional and welcoming manner. Long periods of standing likely.
Required: 2-4 volunteers per night
Days: 29, 30 September; 1, 2 October
Shift Times: 6:15pm – 10:30pm

Activation Crew

These volunteers will be positioned at the three major activations at the event and will help visitors to safely interact and engage with the installations.

Skills: Friendly and able to be assertive when necessary to ensure public safety.
Required: 2 volunteers, per installation, per night. 6 volunteers in total.
Days: 29, 30 September; 1, 2 October
Shift Times: 6:15pm – 10:30pm

Cloak Room Attendants

Working in the cloak room, these volunteers will help to take in people's bags and cloaks, store them using the cloak room system and give them back to patrons as required. Cash handling may be required.

Skills: Accessible and professional, comfortable with cash handling
Required: 4 volunteers per shift
Days: 29, 30 September; 1, 2 October
Shift Times: 6:15pm – 10.30 pm





Australia's Biggest Celebration of Spring

Ticketing Assistant

As a ticketing assistant you will be required to assist with ticket checking/scanning at the entry gates and reminding patrons of COVID safe distancing and queueing while waiting for gates to open. You will also assist with directing patrons to the ticket booth and assist with troubleshoot any ticketing problems. You will be briefed on how to troubleshoot frequently occurring ticketing issues and will have access to a Ticketek representative to assist if necessary.

Skills: Friendly, professional manner and comfortable operating electronic devices.
Required: 4-6 volunteers per shift
Days: 29, 30 September; 1, 2 October
Shift Times: 6:00pm – 9:00pm



Post Event

Site Crew

Working with site crew to pack down site and return assets to storage shed. These volunteers will be required to be lifting and shifting equipment and will be working to a tight deadline.

Skills: Fit and able and able to take instructions and complete tasks.

Required: 2-6 volunteers per day

Days: 17 – 29 October 2022

Shift Times: 9:00am – 12:30
1:30pm – 5:00pm

Bulb Dig Crew

These volunteers help participants with the Bulb Dig, by answering questions, providing advice and directions, distribution maps and other materials. They will also be given a chance to collect bulbs for themselves.

Skills: Friendly, professional and welcoming manner with a love of Floriade.

Required: 2-4 volunteers per shift

Days: 17-18 October

Shift Times: 8:30am – 11:45pm, 11:30pm – 3:00pm

