

THE SHRINE OF REMEMBRANCE

The Shrine of Remembrance (Shrine) is Victoria's pre-eminent memorial to the service and sacrifice of Australian men and women in times of war and peacekeeping. It is a building with a soul, sharing the stories of extraordinary people whose efforts and experiences shaped our nation.

Located at the southern end of Melbourne's cultural precinct, the Shrine is open seven days a week. Over one-million people visit and engage in its commemorative and public educational programs each year.

CHARTER, VISION, MISSION AND VALUES

Charter

The objectives of the Shrine of Remembrance are defined in the *Shrine of Remembrance Act 1978*, as are the duties of Trustees, which are:

1. Responsibility for the care, management, maintenance, preservation of the Shrine of Remembrance;
2. The development, promotion, management and the staging of ceremonial activities and events to commemorate the service and sacrifice of Victorians and Australians in war, conflict, peacekeeping and peacemaking, including, but not limited to, wreath laying and other ceremonial or commemorative activities; and
3. The development, promotion, management and implementation of public programs to inform, education and promote understanding among Victorians and visitors about the history, experience, service and sacrifice of Victorians and Australians in war, conflict, peacekeeping, and peacemaking, including, but not limited to, exhibitions, lectures, publications, school learning and outreach programs.

Vision

To be the pre-eminent memorial and a centre of excellence embracing the community.

Mission

To honour the service and sacrifice of Victorians and Australians in war, conflict, peace keeping and peace making through stewardship, ceremony, education and learning.

Values

The Shrine will adhere to, and be known for, the values of integrity, loyalty, service and respect.

OVERVIEW

Volunteers provide services to the Shrine including:

- Volunteers (visitor services)—who assist our Visitor Services Officer's and Ceremonial Manager in frontline visitor engagement
- Volunteers (student programs)—who assist our Education Officers in the delivery of student education programs
- Volunteers (research centre)—who assist staff, volunteers, students, and visitors in research and learning by providing kiosk and approved resource support
- Volunteers (community outreach)—who assist our aim to remain relevant by connecting with people within local community groups and clubs

Specific focus for this recruitment is for applicants who possess the capacity to assist with the delivery of the student education program.

Volunteers are adults over 18 years of age.

KEY ACTIVITIES

After satisfactory completion of induction training Volunteers perform the following duties:

- Proactively greet and welcome Shrine visitors, answer questions and otherwise engage visitors of diverse backgrounds and ages to help make a visit to the Shrine a memorable experience.
- Impart the cultural and historical significance of the Shrine and its features.
- Maintain satisfactory levels of competence including active participation in regular training and development and broadening of knowledge.

COMMUNICATION

Information for Volunteers is provided at daily briefings and via regular email updates. Volunteers are asked to regularly check for emails from the Shrine so they have the most up-to-date information relevant to their work and respond to invitations to luncheons, training sessions and requests for assistance as indicated in these emails as soon as practicable. A copy of these emails is also placed in a folder kept in the Visitor Centre kitchen.

ACCOUNTABILITIES

Volunteers will comply with all applicable Shrine Policies and Procedures. These are available to read via the online portal and in the Visitor Centre kitchen.

SKILLS AND KNOWLEDGE

Volunteers should possess a desire to learn and share their interest in Australia's wartime and peacekeeping history with visitors. The ability to communicate effectively is an important part of this. Volunteers should be comfortable and enjoy talking to a wide variety of visitors both as individuals and in groups.

TIME COMMITMENT AND LOCATION

Volunteers generally perform their duties at the Shrine. A minimum time commitment is one regularly rostered shift per week. Shifts are 9.30am to 1pm and 12.30pm to 4pm across seven days of the week, except Christmas Day and Good Friday.

From time to time Volunteers will be asked to undertake additional shifts.

KEY SELECTION CRITERIA

The following attributes are required:

1. Capacity to act as an ambassador for the Shrine and its programs and events, to assist visitors with their queries, provide general information and independently lead visitors through the Shrine and Galleries in an engaging and relevant manner.
2. Excellent presentation, communication and interpersonal skills.
3. Enthusiasm to learn about the Shrine, its history, exhibitions and environment; willing to attend training and undertake independent research both onsite and online.
4. Demonstrated ability to work in a team environment with Shrine staff and other Volunteers.

5. Appropriate level of physical fitness, with the ability to stand for extended periods of time and climb stairs.
6. Basic computer skills including email and the ability to read attachments and supplied links on the internet.
7. The capacity to provide an ongoing commitment to one shift each week for at least one year.
8. Empathy with the objectives of the Shrine of Remembrance.
9. From time to time the Shrine may recruit Volunteers specifically for delivery of Education programs. Applicants will be asked to demonstrate their capacity and willingness to learn strategies to engage primary and secondary student groups including; working with teachers, inquiry based learning methods, and to develop techniques for managing students and school groups.

CONDITIONS OF VOLUNTEERING

- The Shrine of Remembrance adheres to the [National Standards for Volunteer Involvement](#). Volunteers have rights and responsibilities, some of which are enshrined in legislation and some of which are the ethical obligations of an organisation involving volunteers. For more information on volunteers rights and responsibilities see: <http://volunteeringvictoria.org.au/repository/a-guide-for-volunteers/>
- Appointment as a Shrine Volunteer is dependent on successful completion of each step of the application process.
- Volunteers must abide by current legislation as outlined in the *Children, Youth and Families Act 2005* (Vic.).
- Volunteers must read and sign the Volunteer Agreement at commencement of training.
- Volunteers will be subject to a three month probationary period from the first training day.
- Accessibility: The Shrine will continue to create and maintain an accessible and inclusive environment for staff and volunteers.