



# VOLUNTEER APPLICATION FORM

Thank you very much for expressing an interest in becoming a volunteer at Hamilton Gardens.

We want our volunteers to have a rewarding and enjoyable time working at Hamilton Gardens. Full training will be provided. In the Information Centre, we are looking for volunteers who enjoy interacting with a wide range of people and completing a range of retail tasks.

Our volunteers are all members of the Friends of Hamilton Gardens so you will need to become a member if you are not already.

Please complete this form to begin the application process.

## Contact information:

First Name: \_\_\_\_\_ Last name: \_\_\_\_\_ DOB: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Tel Home: \_\_\_\_\_

Tel Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

## Please tick areas of interest below:

- Volunteering in the Information Centre – requires a half day (3-4 hours) commitment per fortnight
- Tour guiding

## Availability

What times are you available? Please circle days and times below:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
am / pm	am / pm	am / pm	am / pm	am / pm	am / pm	am / pm

## Skills and Interests:

1. What previous paid employment have you undertaken?
2. What previous volunteer experience do you have?
3. Do you have any special skills, hobbies or qualifications?
5. Do you speak any language other than English?

Do you have any special health requirements? If so, please explain:

## Declaration:

If accepted to undertake voluntary work for Hamilton City Council:

I am happy to undertake any training required (costs to be met by the Council) in my voluntary role.

I acknowledge and accept that the Council will not be liable for any accidents/injuries sustained whilst undertaking voluntary work.

## Disclaimer and Signature

*The above information is true and correct. I understand that this information will be used to assess my suitability as a Hamilton Gardens volunteer. If unsuccessful the information will be destroyed. Should my application be successful the information on this form will only be used and disclosed to Hamilton Gardens staff in relation to my duties and responsibilities. It will be securely stored by Hamilton Gardens Volunteer Co-ordinator for the purpose of keeping a volunteer database, and treated in a confidential manner. Volunteers may be required to complete a full security check, if the position requires it.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Please return to: Tamsin Webb, Business Development Manager, Hamilton Gardens  
Hamilton Gardens, Private Bag 3010, Hamilton, 3240  
Tel: (07) 838 6560, Email: [tamsin.webb@hcc.govt.nz](mailto:tamsin.webb@hcc.govt.nz)**

# POSITION DESCRIPTION

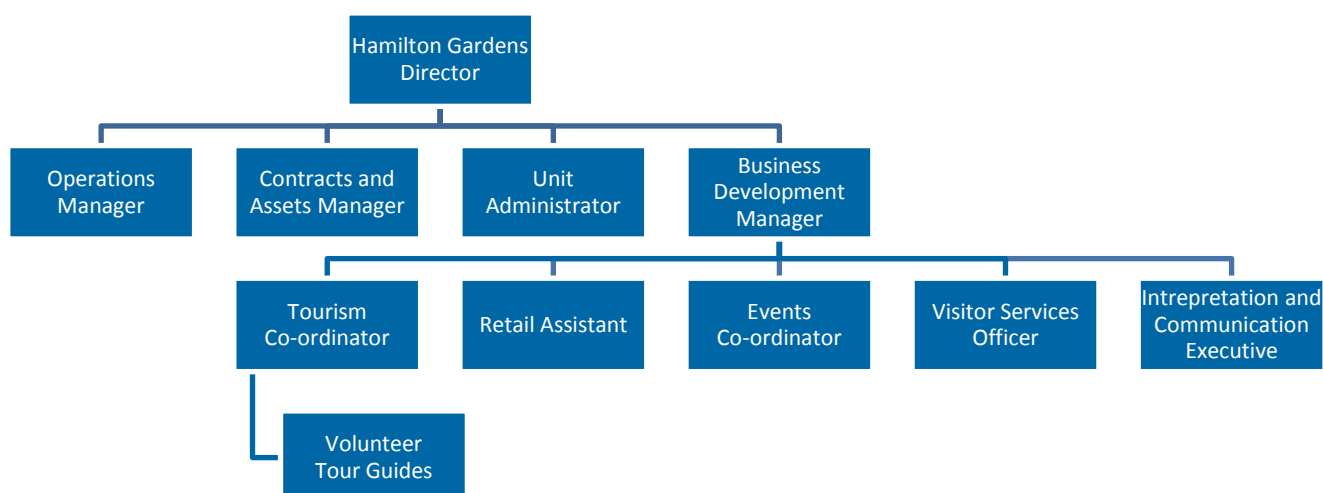
## Position Description Hamilton Gardens Volunteer Tour Guide

<b>Unit</b>	Hamilton Gardens
<b>Group</b>	Community
<b>Reports to</b>	Tourism Co-ordinator
<b>Responsible for (number of staff)</b>	Nil
<b>Budget responsibility</b>	Nil
<b>Delegated authority</b>	Nil
<b>Date reviewed</b>	October 2018

### Position overview

The Hamilton Gardens Volunteer Tour Guides play an essential role in ensuring visitors understand the concept of Hamilton Gardens and have an enjoyable and informative tour of Hamilton Gardens. Volunteer Tour Guides enhance the reputation of Hamilton Gardens and contribute to promoting the wider region as a tourist destination.

### Team structure



**NOTE:** This position description is a broad outline of the key activities and responsibilities for this position. Key responsibilities may vary from time to time, at the request of the team leader/manager to accommodate the operational needs of the team.

## What you will do in this position

### Key Activity

### Responsibilities

#### Information Provision

- Describe points of interest around the gardens to the group and answer any questions, which requires learning some history and knowledge of each garden
- Monitor the behavior of the group, especially when young children are in it, and ensure everyone follows the rules
- Be willing to put own spin on tour points, such as making jokes and providing insightful commentary
- Maintain a positive, friendly demeanor at all times
- Distribute discount vouchers in the shop to the group at the end of the tour
- Answer visitor question to the best of your ability – if you require support contact Hamilton Gardens staff
- Positively promote Hamilton Gardens and things to do within Hamilton and the Waikato region

#### Customer Service

- Ensure visitors are greeted and feel welcome
- Keep the visitors engaged and stick to time but try to allow quiet time to enjoy each garden and offer to take photos for the visitors
- Ensure the group stays together and set a steady pace
- Interactions with the general public and staff members is done so with a helpful can-do attitude that results in a positive customer experience
- Encourage visitors to provide feedback via social media or by completing a customer feedback form or emailing us

#### Health and Safety

- Ensure everyone on a Guided Tour receives a health and safety briefing at the start of the Tour
- Adhere to Health and Safety policies and procedures, enabling a safe and healthy work environment for all workers and members of the public
- Participate in health and safety relating to position activities
- Stop and/or report any unsafe practices
- Inform staff if an accident or health issue occurs

## Person specification

### Knowledge, Skills, Abilities and Qualifications

#### Essential

- Good knowledge of Hamilton Gardens (training/resources are provided)
- Good communication skills in the English language
- Passionate about Hamilton Gardens
- Enjoy interacting with a wide range of people
- Ability to walk around the gardens for up to two hours
- Leadership and confident public speaking skills
- Punctual and good time management skills
- Provide a satisfactory MOJ or Police vetting result

#### Preferred

- Customer service experience
- Fluent in a second language