

Role Description

Education Volunteer

Cluster/Agency	Department of Planning, Industry & Environment
Agency	Taronga Conservation Society Australia
Location	Taronga Zoo, Sydney
Kind of Employment	Volunteer
Time Commitment	1 day per week or 1 day per fortnight (minimum 12 months)
Training Required	eLearning, Induction
Date of Approval	April 2022
Agency Website	taronga.org.au

Agency overview

Taronga Conservation Society Australia (Taronga) forms part of the **Department of Planning, Industry and Environment (DPIE)** Cluster and the Energy, Environment and Science Group. It is established under NSW Government legislation and is governed by a Board appointed by the NSW Minister for Energy and Environment. Taronga's vision is to create a shared future for wildlife and people. Through its efforts Taronga protects endangered species, increases understanding of wildlife and inspires community action.

Primary purpose of the Taronga Volunteer Roles

Taronga volunteers support the Taronga Conservation Society to achieve their vision of Securing a Shared Future for Wildlife and People.

Primary purpose of the role

The Taronga Education Volunteers support the Taronga Education Team to administer education programs at the Zoo. Volunteers work closely with the education administration team and program managers to support the delivery of education programs and provide a high-quality experience for education guests. Volunteers have direct contact with schools and community groups seeking to participate in Taronga Education Programs and will meet & greet groups, assist with group logistics and liaison, ensuring that their experience with Taronga is positive and memorable from end to end.

Key accountabilities

- Support the Education Administration Team with call handling and general administrative support
- Liaise with school and community groups to prepare for their Taronga visit
- Greet school groups upon arrival to provide a smooth entry experience and provide general assistance to visiting schools throughout their excursion
- Engage with students and staff attending Zoo Education programs to enrich their education experience at Taronga
- Assist with program administration and support for other Zoo Education programs, such as Zoomobile and ZooSnooz
- Learn and maintain a good working knowledge of Taronga's Education Programs

Key challenges

- Assisting Education Administrative staff in handling a high volume of enquires on Taronga's broad suite of education programs
- Maintaining exceptional customer service at all times
- Responding to tasks and business need in a positive and agile manner

- Positive and proactive engagement with school aged students and supervising teachers, at times as a part of a large audience
- Actively moving to support schools across different areas of Taronga's site
- Learning and using some Taronga based systems used for facilitating phone calls, bookings, and transactions.

Key relationships

Who	Why
Internal	
Employees and volunteers	<ul style="list-style-type: none"> • Provide administrative and operational support to the Taronga Education Team • Point of contact for internal education program enquiries
External	
School and community group representatives	<ul style="list-style-type: none"> • Key point of contact for external enquiries including greeting school groups upon arrival and wayfinding support during their visit if needed
Zoo guests	<ul style="list-style-type: none"> • All enquiries must be appropriately addressed in timely manner, referring issues to other Education Team members as required • General interactions with Taronga guests e.g. wayfinding

Role dimensions

Decision making

This position works under close supervision and direction. Any decisions should be referred to the supervising Taronga Education staff member.

Reporting line

This position will report to the Education Administration Team. On a day-to-day basis, volunteers may be supervised by different members of the team.

Direct reports

There are no positions reporting directly to Taronga Education Volunteer.

Budget/Expenditure

Nil

Essential requirements

- Enjoy working with young people and be prepared to be part of a team
- Have excellent communication and interpersonal skills
- Be comfortable addressing large groups of people (school and community groups)
- Have a keen interest in education, wildlife, and conservation, and a willingness to learn
- Have strong administration skills, attention to detail, and demonstrated skills in the Microsoft office suite
- Have a strong customer service ethic

Please note: this volunteer role will have no direct animal contact or teaching involvement