

Role Title: INFO CENTRE LEAD

Team: Communications

Role Purpose:

- To build, lead and manage a committed, motivated and engaged Red Earth City Info Centre team, managing onsite operations and liaising closely with other key teams
- This is a key onsite role at Seed, which ensures the community is kept informed and connected for the duration of the Burn.
- You need to be an organised operations manager, able to make good, informed decisions, delegate effectively, communicate with other relevant teams, and a positive attitude focused on making sure everyone's experience of Seed is the best it can be.

Key Deliverables

- Recruit up to a dozen crew before the event to commit to cover five four-hour daily shifts over the duration of the event.
- Develop an Info Centre handbook for use by crew on-site including all key information.
- In collaboration with DPI, ensure Info Centre is built and ready to go before Gate opens.
- Maintain an on-site information inquiry register to capture data about questions participants ask and to inform future information services at Burning Seed.
- Establish, maintain and promote collaborative working relationships and be a great representative for the Comms Team internally and Burning Seed externally.
- Work particularly closely with teams including but not limited to Gate, Rangers, DPI, Centre Camp and Theme Camps.
- Contribute to a team culture that is supportive, respectful and collaborative.

Key challenges:

- Operates in a volunteering environment - individual commitments can be irregular and this can present issues for deadlines and delivering end to end projects;
- Not for profit organisation = very limited budget - can be difficult to source and or deliver high quality materials;
- Managing contentious issues - applying diplomacy, confidentiality and sound judgment to advise on sensitive or controversial issues, with appropriate response;
- Effective prioritisation and resource allocation to ensure quality communication services for Seed organisation and individual Team Leads.

Time Commitment:

- Up to 2 hours a week mid October to end July, increasing from August to end September to between 3-5 hours a week or more.
- Supervisory role hours per day for the duration of the Burn.
- Info Centre Lead for any given year must attend Burning Seed in that year.

Agreed by: CK Vibes (Info Centre Lead) & Sarah McTaggart (Comms 2iC)

Approved by: Andy Parkinson aka SirAndy (Comms Team Lead)

Filed with Crew Wranglers: (2016)