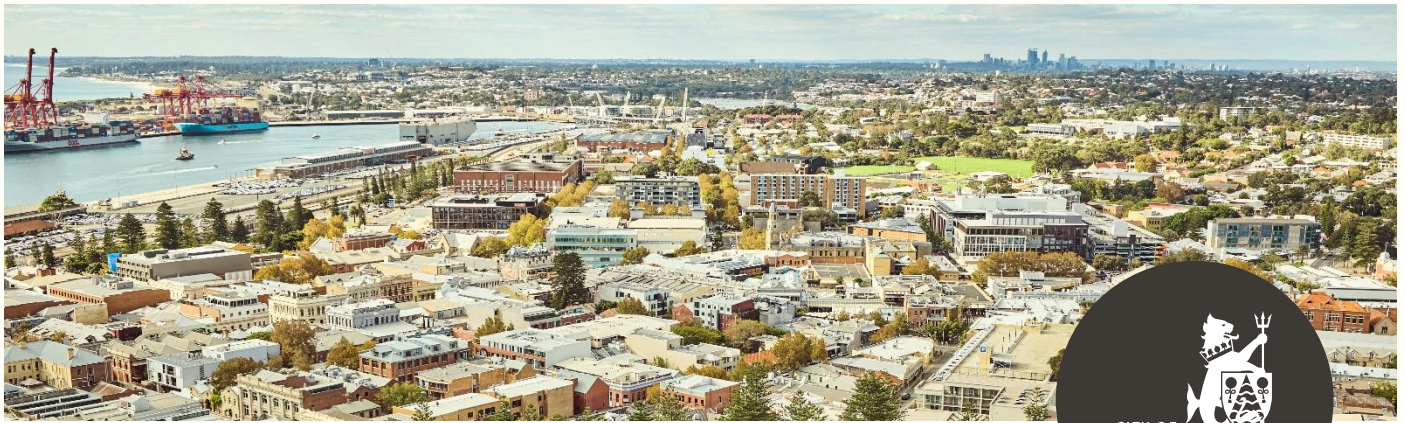




Volunteering Program Officer

Permanent part-time (22.5 hours per week)

Salary \$77,945 - \$93,930 per annum (pro rata) + 12% super

Benefits

- Health and Wellbeing program
 - Superannuation co-contribution options
 - 17.5% leave loading
 - Access to Fitness Passport
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Organisational Overview

Join a team deeply committed to community, culture and care. At the City of Fremantle, Community Development roles focus on truth-telling, social justice, access and inclusion, youth empowerment, reconciliation and positive ageing. From supporting mob through our Reconciliation Action Plan to mentoring young Change Makers, your work will uplift people across Walyalup.

You'll collaborate with like-minded staff who value listening, relationships, and shared purpose. Whether you're driving projects or supporting policy change, your work will have meaning, be grounded in Boodjar, shaped by community voice, and backed by a City that walks alongside you.

The City of Fremantle is currently seeking to appoint a Part Time Volunteer Program Officer to coordinate and support the City's volunteer ambassador programs, ensuring ambassadors are well-trained, informed and equipped to deliver high-quality visitor engagement

Key Responsibilities

- Ensure the effective coordination and delivery of ambassador activities through proactive rostering, planning and on the ground support, enabling consistent and reliable service across all programs including Visitor Centre, roaming and cruise ship operations.
- Maintain strong engagement with ambassadors through clear, regular and effective communication and a visible presence across the office, volunteer desk and associated spaces, fostering connection, alignment and well-informed volunteers.
- Attract, recruit and develop skilled ambassadors by delivering structured induction, ongoing training and capability development to ensure volunteers are confident, competent and well equipped to perform their roles.
- Ensure ambassador activities are conducted in accordance with relevant policies, procedures and legislation, maintaining a safe, compliant and professional operating environment.
- Monitor and manage ambassador performance to ensure high standards of conduct and service delivery, addressing issues proactively and supporting continuous improvement.

To be considered for this position, you will need

- Extensive experience in the recruitment, training, support and coordination of volunteers.
- Well-developed ability to lead, motivate and communicate with a broad range of internal and external groups and individuals.
- Excellent written and verbal communication skills, including collection and presentation of data, report writing and presentation skills.
- Well-developed knowledge of the tourism industry in Fremantle.
- Nationally Coordinated Criminal History Check

The City of Fremantle promotes a workplace that actively seeks to include, welcome and value unique contributions of all people. The City encourages people of all ages, genders, and abilities, Aboriginal Australians and people from culturally diverse backgrounds to apply for this job.

If you have any access needs that may require reasonable adjustments to allow you to fully participate in the application and interview process, please get in touch with the contact below. If you are an Aboriginal person or a person with a Disability who would like assistance with your application, please contact the Jobs and Skills Centre on 136464.

Application Instructions

Click Apply to be directed to our website and submit your application. Navigate to Job Attachments to view position description and Application Instructions.

Applicants should provide a current curriculum vitae and a two-page (maximum) cover letter in .pdf format. You do not need to address the selection criteria. Your CV and cover letter should demonstrate how your skills and experience make you a suitable candidate for the advertised position. The estimated closure date is **5pm on Sunday November 15** but we reserve the right to close the ad prior to this date.

To discuss this opportunity in more detail please contact **Jessica McKay** on JESSICAA@fremantle.wa.gov.au

Applicants must have the right to work in Australia.

The City of Fremantle acknowledges the Whadjuk people as the Traditional Owners of the Walyalup/Fremantle area, and we recognise their cultural and heritage beliefs are still important today.