



Title: Volunteer MCG Tour Guide

Reports to: Tourism Manager

Job Goal:

To provide excellent service to all visitors in the delivery of the Melbourne Cricket Ground Tours and/or Australian Sports Museum (ASM) product.

Tasks and Physical Requirements:

- Conduct guided walking tours of the Melbourne Cricket Ground (MCG) up to 75 minutes in duration up to twice per day for the diverse range of people who visit the stadium.
- Volunteers must be able to perform all tasks in line with the physical requirements of the role as outlined in the induction and training program including presenting information in engaging and accurate manner
- Responding in a timely manner physically and psychologically in the event of an emergency or the need to support in an evacuation.
- Be proficient in the use of two-way radios (training is provided).

Responsibilities / Accountabilities:

- Complete all components of the volunteer induction and training program.
- Comply with all policies and procedures of the Melbourne Cricket Club.
- Maintain and continue to develop product knowledge of MCG/ASM and Melbourne Cricket Club by reading communications provided by the Volunteer Management Team and participating in ongoing training.
- Provide excellent customer service and cooperate with all visitors, staff and volunteers.
- Refrain from expressing negative judgements and opinions to visitors.
- Provide reasonable notice to staff of unavailability and participate in a rostering system.
- Respect other people's views and values.
- Respect the authority and decision making of Melbourne Cricket Club staff.

Experience / Skills / Qualifications:

- Developed interpersonal and customer service skills
- Committed team player
- Strong communication skills
- Enthusiasm and interest in sport and history



POSITION DESCRIPTION

Volunteer MCG Tour Guide

Club Services & Heritage

May 2026



Further Notes:

- Comply with MCC OH&S requirements and take reasonable care for their own safety and the safety of others, including patrons, contractors etc., who may be affected by their actions.
- Demonstrate commitment to MCC values.
- Provide service on a voluntary basis.
- Be dependable, reliable and able to commit to volunteering two days per month at minimum.

The MCC is committed to providing a safe environment for everyone including children & young people and ensuring our staff understand their responsibility in relation to child safety. All staff are required to undertake mandatory child safety training. The MCC conducts reference checks including on child safety and other preemployment checks as appropriate for selected roles e.g. Working With Children Checks.