

Royal Botanic Gardens Victoria Garden Ambassador Volunteer



17.10.2025

Wominjeka, Royal Botanic Gardens Victoria acknowledges the Traditional Owners of the land on which we work and learn and pay our respects to their Elders past and present.

As an organisation we are committed to adhering to the guidelines of the National Standards for Volunteering.

At Royal Botanic Gardens Cranbourne, we are fortunate to have a dedicated team of volunteers who support the Gardens' vision and mission. Our volunteers play an important role in engaging with visitors and enhancing their experience through two key roles:

Garden Ambassadors greatly enhance the visitor experience by informing, assisting, and engaging with visitors from the Garden Ambassador Shed, as well as roaming throughout the Gardens.

Volunteer Guides who lead visitors through the Gardens on free guided walks and conduct exclusive special interest walks on a variety of topics as well as roam the Gardens and occupy the shed.

We are currently recruiting Garden Ambassadors at Cranbourne.

Are you passionate about plants, nature, and people? Do you enjoy spending time outdoors and sharing your enthusiasm with others? This is your chance to join a dedicated team of volunteers who are the welcoming face and represent one of the world's most treasured Botanic Gardens.

Why Volunteer with Us?

Becoming a Garden Ambassador isn't just about giving your time — it's a deeply rewarding experience. Here's what you will gain:

- Opportunities to meet new people and be part of a friendly, like-minded community
- On-going learning about horticulture, conservation, and the Gardens themselves
- Access to talks, tours, and excursions throughout the year
- The chance to inspire hundreds of visitors by sharing your knowledge and passion for plants
- Be the face of the Gardens, representing a welcoming and safe environment



Volunteer Barrie Gallacher out the front of the Garden Ambassador Shed.

- The satisfaction that your presence directly contributes to protecting and promoting one of the most treasured public gardens in Australia
- After 6 months as a Garden Ambassador, you'll receive training to become a Volunteer Guide.

Who are we looking for?

We are seeking people who:

- Have an interest in gardens, plants, and environmental education
- Enjoy engaging with people of all backgrounds
- Are comfortable working outdoors in all weather across the seasons
- Are team players with a positive and proactive attitude
- Have a passion for inspiring others about the value of plant life
- Are willing to learn and communicate visitor regulations that help protect the Gardens and ensure public safety
- Are open to progressing to the Volunteer Guide Role after six months as a Garden Ambassador if the role suits.

What Does a Garden Ambassador Do?

You will be part of our **Visitor Experience** team — operating out of our **Garden Ambassador Shed** - a information shed used to welcome, educate, and engage with the public throughout the Gardens as well as roaming the Gardens.

A typical shift includes:

- Greeting visitors and offering directions or information
- Sharing fun facts about the Gardens and plants
- Promoting respectful and safe use of the space
- Raising awareness about conservation and sustainability
- Reporting any safety concerns or incidents

Shifts:

- **Daily** (including weekends)
- 4 hours – **10:30am – 2:30pm**
- Each volunteer is expected to **fill 2 shifts per month**

Volunteer Requirements

To take part in the Garden Ambassador Program volunteers must:

- Make a **commitment of 12 months**
- Be available for **two 4-hour shifts per month** including the weekends.
- Be available to attend the **3-day training program** held on the **3rd, 10th and 17th of February 2026 10:00am – 3:00pm at Cranbourne Gardens.**
- Have (or be willing to obtain) a **current Working with Children Check**
- Have **computer and email access**
- Attend **Monthly volunteer meetings** (held on Mondays)
- Use the **Better Impact** Volunteer software system, training provided
- Wear the **official Royal Botanic Gardens volunteer uniform and name badge**
- Participate in annual volunteer training, surveys and reviews
- Abide by the **Victorian Code of Conduct** and **Royal Botanic Gardens Victoria Policies and Procedures**

The Recruitment Process

Please note:

We have **limited positions** available in this intake and are anticipating a high level of interest. If you are not successful this time, we may run another recruitment round in the future.

How to apply:

1. Register for the information session

Learn more about the Volunteer program and the recruitment process at the information session

Thursday 13th of November 2025 10:00am – 11:00am

Auditorium at Cranbourne Gardens

To register, please complete the form via the link below:

<https://forms.office.com/r/DDb9ex1YFg>

2. Applications Open

Applications will be open for one week following the information session:

Friday the 14th of November – Friday the 21st of November 2025

A link to apply will be available on our website. Please complete the online application and tell us a little about yourself.

3. **Shortlisting & Interviews**

Selected applicants will be invited to attend an in-person interview in **late November to early December**.

4. **Training Program**

Successful applicants must attend all three days of the in-person training program:

3rd, 10th, and 17th February 2026

10:00 am – 3:00 pm

Cranbourne Gardens

Training includes a mix of practical activities, reading, and online learning to prepare you for your role.

5. **Submit Documentation**

Provide your **Working with Children Check** (or proof that you have applied).

6. **Start Volunteering!**

Upon completing training, you'll join the Garden Ambassador team and be paired with an experienced mentor for support.

A **3-month probationary period** allows both you and the Gardens to ensure the role is a good fit.

Any questions, please contact:

If you're ready to inspire, educate, and help protect one of the most beautiful Gardens in Australia, we'd love to hear from you.

If you have any queries, please contact

Melanie Fowler Volunteer Engagement Co-ordinator melanie.fowler@rbg.vic.gov.au or (03)5990 2228

