

POSITION DESCRIPTION

TITLE: Volunteer Manager

REPORTS TO: Head of Production & Head of Programming Operations

The Volunteer Manager is a temporary contract position responsible for the administration, recruitment, training and onsite management of Volunteers for Sydney Festival.

Sydney Festival would not be possible without all our extraordinary and dedicated volunteers, and this role is the key point of contact for this essential part of the festival.

The Sydney Festival office is accessible, and accessibility provisions can be made available to the position holder as required. Sydney Festival is an Equal Opportunity Employer.

October 2021 – February 2022 (4-month contract)

DUTIES to include:

Prior to Festival:

Recruitment & Engagement

- Management of Sydney Festival registration system
- Recruitment and Selection Process for Volunteers and team leaders
- Management of Volunteer Hotline
- Volunteer Engagement (newsletters, social media, video)
- Assist event operations with logistics of uniforms, accreditation, meal orders
- Preparation of operational documents for Volunteer program
- Participation in operations / production meetings
- Be an advocate internally at the Festival for volunteers and the Volunteer program

Training

- Preparation and delivery of briefing sessions in consultation with Production & Programming
- Preparation of Volunteer & Team Leader Manuals
- Preparation of job descriptions
- Implementation of Sydney Festival WHS standards

During the festival:

- Oversee volunteer check in, induction & briefing on event roles onsite
- Set up & management of volunteer hotline
- Coordinate communication between coordinators, team leaders and volunteers
- One point of contact for SF Staff & volunteers
- Volunteer reallocation if required
- Assistance with logistics such as meal distribution
- Distribution of complimentary tickets for volunteers, with ticketing team

QUALIFICATIONS AND PREVIOUS EXPERIENCE

- At least 2 years relevant experience in Arts Administration, cultural events, festivals or similar. Prior experience in Volunteer Management would be highly desirable.
- Demonstrated experience working with Artists, Producers, Venues, particularly in a Festival environment.
- Demonstrated experience in cultivating positive relationships and working with venues/artists/service providers

ESSENTIAL SKILLS AND KNOWLEDGE

- High level of people management, with excellent communication skills working with a diverse range of stakeholders

- Ability to relate & communicate with volunteers, artists and audiences in a friendly, open and professional manner
- Expertise in the needs of venues, Artists and Producers
- Strong problem solving skills, with a solutions-based approach
- Ability to communicate and develop relationships with a broad range of people, both internal and external to the organisation, in a professional and ethical manner
- Attention to detail and accuracy
- Ability to work in an integrated team as well as the ability to work autonomously
- Strong planning and time management skills, with a proactive approach to managing competing tasks and priorities and work to deadlines
- Technically proficient with computers, software systems and IT generally
- Ability to maintain effective shared folder systems, files and procedural documents
- Enthusiasm and a positive attitude with an ability to be a team player

Liaison with: Festival Producers
 Head of Production
 Event Co-ordinators
 Performers
 Casual Staff
 Sydney Festival Marketing and Publicity

TO APPLY

Send in your CV along with a brief statement containing an outline of what you bring to the role and your understanding of Sydney Festival. Applications close Wednesday 13 October COB.

Email to: thomas.hamilton@sydneyfestival.org.au