



Level 5, 10 Hickson Rd, The Rocks
Sydney NSW 2000 Australia
Phone 61 2 8248 6500
Fax 61 2 8248 6599

sydneyfestival.org.au
ABN 60 070 285 344

Position Description: Volunteer Coordinator - 2026 Sydney Festival

TITLE: Volunteer Coordinator

LOCATION: Sydney, Australia (on-site)

REPORTS TO: Volunteer Manager

DURATION: October 2025 – January 2026 (approx. 3 month contract)

CONTRACT TYPE: Full-Time (Temporary), Fixed-Term Contract

The Volunteer Coordinator supports the successful delivery of the Sydney Festival Volunteer Program by assisting with recruitment, training, scheduling, and onsite management of volunteers. This role works closely with the Volunteer Manager and acts as a key liaison between volunteers, team leaders, and festival staff to ensure a positive and efficient volunteer experience.

Sydney Festival would not be possible without all our extraordinary and dedicated volunteers. This role plays an important part in ensuring their engagement and contribution to the festival's success.

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.

DUTIES to include:

Prior to Festival:

Recruitment & Engagement

- Assist with the management of Sydney Festival registration system
- Support the Recruitment and Selection Process for Volunteers and team leaders
- Respond to volunteer enquiries via the Volunteer Hotline and email
- Assist with volunteer engagement activities (newsletters, social media, video)
- Support event operations with logistics of uniforms, accreditation, and meal orders
- Assist in preparing operational documents for Volunteer program
- Participation in operations and production meetings as required

Training

- Assist in preparing and delivering briefing sessions in consultation with the Volunteer Manager
- Help prepare Volunteer & Team Leader manuals
- Assist in preparing job descriptions for volunteer roles
- Ensure compliance with Sydney Festival WHS standards during training and operations

During the festival:

- Oversee volunteer check in, induction & briefing on event roles onsite
- Manage the volunteer hotline and email inbox during the festival period
- Coordinate communication between team leaders and volunteers
- Reallocate volunteers as required to meet operational needs
- Assist with logistics such as meal distribution and uniform management
- Support the distribution of complimentary tickets for volunteers in coordination with the ticketing team



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- Report any issues or incidents to the Volunteer Manager promptly

QUALIFICATIONS AND PREVIOUS EXPERIENCE

- At least 2 years relevant experience in event coordinator, arts administration, or similar roles.
- Prior experience working with volunteers or in a festival environment is highly desirable.
- Demonstrated ability to work collaboratively with experience diverse teams and stakeholders.
- Demonstrated experience in cultivating positive relationships and working with venues/artists/service providers

ESSENTIAL SKILLS AND KNOWLEDGE

- Strong organisational and time management skills with the ability to manage competing priorities and work to deadlines
- Excellent interpersonal and communication skills, with a friendly and professional manner
- Ability to work effectively in a team and autonomously when required
- Problem-solving skills and a proactive approach to challenges
- Competence with computers, software systems (Microsoft Office, database systems) and IT generally
- Ability to maintain shared folder systems, files and help prepare procedural documents
- Enthusiasm and a positive attitude with an ability to be a team player

Liaison with: Volunteer Manager
Festival Producers
Event Coordinators
Team Leaders and Volunteers
Sydney Festival Marketing and Publicity

How to Apply:

If this sounds like you, please send your CV along with a one-page cover letter outlining what you would bring to the role. Email your application to thomas.hamilton@sydneyfestival.org.au

Applications close: Friday, 26 September 2025