



Level 5, 10 Hickson Rd, The Rocks  
Sydney NSW 2000 Australia  
Phone 61 2 8248 6500  
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[sydneyfestival.org.au](http://sydneyfestival.org.au)  
ABN 60 070 285 344

### **Position Description: Volunteer Manager - 2026 Sydney Festival**

**TITLE:** Volunteer Manager

**LOCATION:** Sydney, Australia (on-site)

**REPORTS TO:** Head of Programming Operations

**DURATION:** October 2025 – January 2026 (3.5-month contract)

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

The Volunteer Manager is a temporary contract position responsible for the administration, recruitment, training and onsite management of Volunteers for the 2026 Sydney Festival and the management of the Volunteer Coordinator.

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.

DUTIES to include:

#### **Prior to Festival:**

##### **Recruitment & Engagement**

- Management of Sydney Festival volunteer registration system
- Manage recruitment and selection process for Volunteers and team leaders
- Ensure the Volunteer Coordinator and Volunteer team leaders are adequately trained and confident in their supervisory roles
- Management and of Volunteer Hotline and email inbox shared with the Volunteer Coordinator
- 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
- Ensure the Volunteer Coordinator and the Team Leaders are adequately trained and confident in their roles

#### **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
- Main point of contact for all SF Staff & volunteers regarding volunteer operations



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- Volunteer reallocation as required
- Monitor volunteer and team leader performance and address issues promptly
- Assistance with logistics such as meal distribution
- Management and distribution of complimentary tickets for volunteers, with ticketing team
- Provide reports to Head of Programming Operations on volunteer operations as required

#### QUALIFICATIONS AND PREVIOUS EXPERIENCE

- At least 3 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 leadership and 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 conflict resolution and 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:

- Head of Programming Operations
- Festival Producers
- Head of Production
- Event Co-ordinators
- Performers
- Casual Staff
- Sydney Festival Marketing and Publicity

#### HOW TO APPLY

If this sounds like you, please send us 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](mailto:thomas.hamilton@sydneyfestival.org.au)

**Applications close: Friday, 19 September 2025.**