

Newcastle Writers Festival – Volunteer Coordinator

The Volunteer Coordinator is a temporary contract position located in the Hunter region and responsible for the administration, recruitment, training, and onsite management of volunteers for the 2024 Newcastle Writers Festival. The festival would not be possible without our wonderful volunteers, and this role is the key point of contact for this essential part of the festival.

As a key member of a small team, the Volunteer Coordinator has a close working relationship with all members of the organisation, as well as a good understanding of the event and venues. You will liaise effectively with staff and volunteers to ensure festival needs are met and volunteers understand their roles and responsibilities.

You will work from home though volunteer inductions, team meetings, and venue inspections are held onsite.

This is a 22-week contract position starting with a handover with the previous coordinator in November 2023 and concluding in April 2024 (this excludes the Christmas to New Year holiday). You will be required to work an average of 20 hours a week. Additional hours may be required for the successful performance of the job, particularly in the immediate lead up to the festival, and remuneration will be adjusted accordingly.

Remuneration is \$15,000 and includes 11% superannuation.

DUTIES

Prior to Festival:

Recruitment & Engagement

- Management of Festival volunteer registration system.
- Recruitment and selection process for volunteers and team leaders.
- Volunteer engagement in consultation with the Festival's Digital Manager (newsletters, social media).
- Assist event operations with logistics of volunteer uniforms, accreditation, lunch orders.
- Participation in operations/ production meetings.
- Maintaining a database of volunteers, which also includes Working With Children Check (WWCC) registration numbers.

Governance

- Providing regular volunteer schedule updates and briefings to the Festival Director and board, as required.
- Attending team and staff meetings, as required.
- Providing relevant post-festival reporting to the director and board.

Training

- Preparation and delivery of volunteer briefing sessions in consultation with production and programming staff.
- Preparation of volunteer and team leader manuals.
- Preparation of job descriptions.
- Implementation of Festival WHS standards, cultural safety, and accessibility awareness.

During the Festival

- Oversee volunteer check in and briefings onsite.
- Coordinate communication between team leaders and volunteers.
- Provide one point of contact for NWF staff and volunteers.
- Distribution of complimentary tickets for volunteers, with ticketing manager.

QUALIFICATIONS AND PREVIOUS EXPERIENCE

- At least two years relevant experience in arts administration, cultural events, festivals or similar.
- Prior experience leading teams.
- Prior experience in volunteer management (highly desirable).
- Working knowledge and understanding of Volunteering Australia's 'Best Practice' guidelines and national standards for not-for-profit volunteering.
- Demonstrated experience working with artists and venues, particularly in an event environment.
- Demonstrated experience 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 and 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, databases, files, and procedural documents.
- Enthusiasm and a positive attitude with an ability to be a team player.
- The ability to work well under pressure, show initiative and work productively as part of a team.
- A drivers' licence is required.
- An interest in literature and books.

TO APPLY

Please send us your CV, a cover letter of no more than two pages which address your qualifications and previous experience as well as your suitability for the role, plus contact details for two referees. Please email this as one document to admin@newcastlewritersfestival.org.au and include 'Volunteer Coordinator Role' in the subject field. Applications close at 11.59pm on 20 September 2023.

You will need to be available for an interview between 25 and 29 September.