

POSITION DESCRIPTION

Job Title:	Volunteers Coordinator
Job Type:	Full-time maximum-term contract
Location:	Darwin, Northern Territory
Department:	Operations
Reports to:	Festival Administrator
Remuneration:	Commensurate with experience
Engagement:	17 June to 30 August 2019
Date Prepared:	February 2019

SUMMARY

Darwin Festival is northern Australia's leading 18-day international multi-arts festival.

Attracting attendances of more than 105,000 and delivering 230 performances across 30 venues annually, the 2018 Darwin Festival featured 703 local, national and international artists, and was delivered by 100 staff supported by 120 Festival volunteers.

With ticket sales and the number of participating artists more than doubling across the past two seasons, Darwin Festival is fast establishing itself as Australia's leading tropical winter arts festival.

ROLE DESCRIPTION

The Volunteers Coordinator will provide the successful management and delivery of the Darwin Festival volunteers program. The delivery of Darwin Festival is supported by approximately 100 volunteers annually.

The Volunteers Coordinator will be responsible for recruiting volunteers, processing volunteers' applications, identifying volunteers' skillsets and ensuring volunteers are placed in suitable roles.

The Volunteers Coordinator will review the Darwin Festival Volunteer Handbook against The National Standards for Volunteer Involvement and update policies and procedures accordingly.

The Volunteers Coordinator will prepare volunteer rosters against operational requirements prior to and during the Festival, distribute rosters and manage roster changes. They will coordinate an onsite induction event for volunteers, and provide information kits and clothing to registered volunteers. They will be the main point of contact for volunteers during event delivery.

The Volunteers Coordinator will be responsible for organising and hosting the 2019 Volunteers Induction Night prior to the festival.

The Volunteers Coordinator will assist volunteers with their benefits, and will ensure Darwin Festival volunteers are treated as team members and shown gratitude and respect for their assistance.

The Volunteers Coordinator may also assist with Darwin Festival phone inquiries and administrative tasks as required.

The Volunteers Coordinator reports to the Festival Administrator. This position is ultimately responsible to the Chief Executive Officer.

KEY RESPONSIBILITIES

1. Volunteers Management

- Recruit adequate volunteer numbers for the 2019 Darwin Festival
- Process volunteer applications, identify volunteers' skillsets and place volunteers in suitable roles to assist event delivery
- Work with Festival staff to identify placement opportunities and operational requirements
- Enter volunteers into the Datafest database and create rosters
- Distribute volunteers' rosters in the final week of July (before Volunteer Induction date)
- Organise all aspects of the 2019 Volunteers Induction Night, including hosting duties.
- Manage roster changes throughout delivery and work to incorporate volunteers' availability
- Obtain T-shirt sizes and prepare volunteers' information packs including the Volunteers Handbook
- Coordinate a volunteers' induction briefing with volunteers and Festival staff in the final week of July
- Support the Festival's market research activities through the selection and training of appropriate volunteers
- Coordinate pre-Festival promotional opportunities at marketplaces across Darwin
- Be available as the main point of contact for volunteers throughout Festival delivery
- Manage volunteers according to Darwin Festival policies and procedures, including WHS policies and procedures, and obtain HR advice and assistance from the Finance & HR Manager and the CEO
- Respond to volunteers' complaints promptly and according to Festival policy
- Ensure volunteers are shown gratitude and respect for their assistance, and that they are made to feel part of the Festival event team
- Communicate with volunteers with patience, good humour and a positive manner, and ensure volunteers' have an enjoyable experience
- Provide a written debrief report to the Festival Administrator and CEO at the end of the Festival

2. Volunteers Benefits

- Communicate volunteers' complimentary ticketing benefits according to the Festival policy
- Ensure volunteers' are invited to the Volunteers' Reception at Government House and liaise with the Festival Administrator on the event coordination

3. Financial Management

Manage the volunteers' program to budget and in adherence to the Darwin Festival Finance Policy & Procedures

4. Administration Duties

- Provide administrative assistance to the Festival Administrator as required

- Assist with Darwin Festival phone inquiries during peak periods

5. General duties

- Attend Festival events and functions as required
- Other duties as requested by the Festival Administrator or CEO

KEY RELATIONSHIPS

Internal Relationships

The Volunteers Coordinator holds key relationships with internal stakeholders including the department managers and crew. The Volunteers Coordinator reports to the Festival Administrator.

This position is ultimately responsible to the CEO.

External Relationships

The Festival Administrator maintains positive and dynamic working relationships with key external stakeholders including, but not limited to, suppliers and the general public.

KEY COMPETENCIES

Accountabilities

- Demonstrate initiative in recruiting and coordinating Darwin Festival volunteers.
- Demonstrate sound volunteers staff management and enforce WHS compliance.
- Demonstrate frequent communication with volunteers displaying patience, good humour and a positive manner.
- Ensure the timely delivery of volunteers' information kits and benefits.
- Demonstrate sound financial management of the Volunteers budget.
- Demonstrate active adherence to the Darwin Festival Finance Policy & Procedures as well as other organisational policies and procedures.
- Deal with internal and external stakeholders professionally at all times to uphold, enhance and further the professional profile of Darwin Festival.
- Demonstrate excellent verbal and written communication skills, and display leadership as a team player with a positive, collaborative and inclusive attitude.

ESSENTIAL SELECTION CRITERIA

- Experience in staff management, ideally in volunteers coordination
- Excellent interpersonal, written and oral communications skills, with a confident and professional manner and a meticulous eye for detail
- High level organisational skills and demonstrated capacity to multitask and meet deadlines
- The ability and willingness to work efficiently within a small team calmly under pressure in a busy and distracting environment
- Database experience (preferably Datafest and Excel or equivalent systems)
- Experience and knowledge of WHS policy and procedures
- Current driver's license
- Current first aid qualifications desirable
- A team player with a positive, collaborative, respectful and inclusive attitude

APPLICATION PROCESS

Interested applicants should submit a CV and a cover letter addressing the section criteria and qualifications, experience and skills to contact@darwinfestival.org.au

For inquiries, please contact Miriam Scapin, Festival Administrator, on (08) 8943 4200.

Applications close on Monday 1 April 2019 at 5.30pm (ACST).