

## Position Description – Volunteers Coordinator

### Job Specification

Job Title: Volunteers Coordinator  
 Department: Production  
 Reports To: Production Manager  
 Direct Reports: Volunteers  
 Engagement: Fulltime fixed-term June – August

### Job Scope

The Volunteers Coordinator will be responsible for recruiting volunteers, processing volunteer applications, identifying volunteer skillsets, and ensuring volunteers are placed in suitable roles. The Volunteers Coordinator will prepare, distribute and manage rosters and will be the main point of contact for volunteers up to and during event delivery. The Volunteers Coordinator will also review the Darwin Festival Volunteer Handbook against The National Standards for Volunteer Involvement and update policies and procedures accordingly.

Key Accountabilities	Tasks	Results
<p><b>Volunteer Management</b> 60%</p>	<ul style="list-style-type: none"> <li>Recruit and assign volunteers to meet operational needs; maintain volunteer records and create/update schedules.</li> <li>Review and update the Volunteer Handbook and related policies to align with National Standards.</li> <li>Prepare volunteer welcome packs</li> <li>Organise and deliver the Volunteer Induction Night and Thank You Function.</li> <li>Support market research activities by selecting, training, and rostering suitable volunteers.</li> </ul>	<ul style="list-style-type: none"> <li>Successful delivery of each stage of the volunteer program</li> </ul>

Key Accountabilities	Tasks	Results
	<ul style="list-style-type: none"> <li>Coordinate pre-Festival promotional activities across Darwin.</li> <li>Manage volunteers in line with Darwin Festival policies (including WHS) and act as their main point of contact.</li> <li>Ensure volunteers feel supported, appreciated, and part of the Festival team; address queries, feedback, and complaints promptly.</li> <li>Provide verbal and written debrief reports and administrative support to the Production Manager.</li> </ul>	
Financial Management 5%	<ul style="list-style-type: none"> <li>Ensure all expenditure adheres to Finance policies and procedures and is undertaken with prior approval</li> </ul>	<ul style="list-style-type: none"> <li>Full compliance for point raised</li> </ul>
Communication 15%	<ul style="list-style-type: none"> <li>Work collaboratively with team members to ensure open and clear sharing of information</li> <li>Ensure all changes to volunteer schedules are communicated</li> <li>Ensure professional communication to maintain relationships with volunteers</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrated effective communication and collaboration with all team members, volunteers and other stakeholders</li> </ul>
General Duties 5%	<ul style="list-style-type: none"> <li>Attend functions and meetings as required</li> <li>Any other duties as reasonably requested by the Production Manager and/or Head of Production</li> </ul>	<ul style="list-style-type: none"> <li>All assigned duties carried out in a professional manner</li> </ul>
Teamwork 10%	<ul style="list-style-type: none"> <li>Maintain professionalism and adhere to the Employee Handbook, Darwin Festival Values, and Code of Conduct.</li> <li>Foster a respectful, collaborative team environment that encourages creativity and idea-sharing.</li> <li>Maintain punctuality for all work-related commitments, including out-of-hours functions as required</li> </ul>	<ul style="list-style-type: none"> <li>Full compliance and advocacy for all points raised</li> </ul>
WHS 5%	<ul style="list-style-type: none"> <li>Ensure compliance with policies, report hazards, and actively contribute to overall safety and risk management practices</li> </ul>	<ul style="list-style-type: none"> <li>Effective administrator and promoter of best practice WHS</li> </ul>

### Person Specification

Experience	Education	Personal Attributes	Organisational Values
<ul style="list-style-type: none"> <li>• Minimum 2-years’ experience in worker management</li> <li>• High level interpersonal, verbal and written communication skills</li> <li>• Proven ability to manage projects and multi-task</li> <li>• Excellent management skills; able to effectively manage the varied activities of a large workforce</li> <li>• Advanced computer skills, including Office 365, with a knowledge of Monday.com and Deputy highly desirable</li> </ul>	<ul style="list-style-type: none"> <li>• Current driver’s license essential</li> <li>• Current First Aid desirable</li> <li>• Demonstrated successful minimum 2-years in a similar role</li> </ul>	<ul style="list-style-type: none"> <li>• Excellent communication skills and ability to build rapport with a range of stakeholders</li> <li>• High-level organisational skills with capacity to multi-task and meet deadlines</li> <li>• Capacity to work as part of a small busy team, with a positive and inclusive attitude</li> <li>• Excellent decision-making skills</li> <li>• Highly developed leadership and management skills</li> </ul>	<ul style="list-style-type: none"> <li>• We ensure a safe and healthy workplace for all</li> <li>• We believe in honesty and acting with care, diligence and integrity in everything we do</li> <li>• Foster a culture of mutual respect with the proper regard for the rights and dignity of others</li> <li>• We strive for compliance and continuous improvement daily teamwork – we enjoy our work and work collectively to achieve goals</li> <li>• We are accountable for our actions, performance and behaviours</li> </ul>

### Acknowledgment

Please acknowledge that you understand and will abide by this position description:

Employee		Signature	Date	
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