2019 Sydney Writers’ Festival
Volunteer Management Internship

To apply, please send a .pdf copy of your resume and cover letter to volunteers@swf.org.au ensuring that you address how your skills and previous experience relate to the role.
Applications close midnight, Sunday 17 February 2019.

The 2019 Sydney Writers’ Festival Volunteer Management Intern will undertake a variety of practical activities designed to facilitate learning and contribute to the success of the Festival’s Volunteer program. The 2019 volunteer team will have 300 volunteers and 40 experienced volunteer supervisors, collectively rostered for approximately 1800 shifts throughout Festival week at 30 different venues. Volunteers support Festival operations Back of House in the writer’s green room and volunteer green room, and also Front of House staffing our info booths and festival buses, ushering at events and book signings, assisting at Family and YA days, and administering our festival-wide survey.

Reporting to the Volunteers & Internships Manager and Volunteers & Internships Coordinator, the Volunteer Management Intern will learn the systems and skills required for smooth operation of the volunteer team. The Intern will learn about the administrative tasks and in-person training required in the lead up to a large event, work with the management team to facilitate effective communication among the team during Festival week.

Applicants for the Volunteer Management Internship would benefit from effective and confident communications skills, and the ability to negotiate the various situations that will arise between staff, volunteers, guests and patrons at the Festival. Previous experience with administrative duties, including basic MS Word and mid-level MS Excel skills would be helpful. This role would suit students from many different disciplines, provided they have the unique combination of skills required – leadership ability, interpersonal skills, data management and written communication skills. Suggested faculties include Media and Communication Arts, Event Management, Business (HR), Arts and/or Publishing.

The Volunteer Management Internship will commence in the first week of March and finish in the third week of May. This is a commitment of 12 weeks at minimum 10 hours per week, plus an additional 20 hours across the week of the Festival, a total commitment of approx. 150 hours. During the week of the Festival, the Intern will have the opportunity to put their learning into practice and see the results of their hard work.

Key learning opportunities of this internship include:

1. **High level data management**, including advanced data manipulation in both Microsoft Office and Microsoft Excel, collaborative documents and file naming practices
2. **Editing, proofing and publishing skills**, including editing marks, writing short reports, reading for content, reading for clarity and copyediting skills
3. **In-person training and leadership**, including planning agendas, pitching to specific audiences, curating key information, considering safety and presenting to an audience
4. **Event management skills**, including event set-up and pack-down, giving briefings, crisis management, juggling multiple priorities and leading a team
5. **Post event reporting**, including obtaining and analysing feedback data, writing evaluation reports and handover practices
The Volunteer Management Intern will assist with:

- Creating daily program ‘cheat sheets’ for the volunteer team (MS Excel)
- Manipulating ticket sales data to create book-signing run sheets (MS Excel)
- Editing and writing training information documents (MS Office)
- Checking registration documents online and maintaining registers (Administration)
- Packing 400 welcome kits and gift bags, leading small teams of volunteers to achieve this (In person training and leading)
- Leading small teams of volunteers to achieve SMART outcomes (In person training and leading)
- Supporting set-up and facilitation of Volunteers Orientation Day and the Orientation Day Tour (In person training and leading, production skills)
- Ad hoc duties at the discretion of the Volunteers Team Managers
- Being present on-site during Festival week to liaise between the Volunteer Team Managers and the volunteers themselves (In person training and leading)
- Communicating Festival-wide program updates to the relevant supervisors (In person training and leading)
- Monitoring internal & external channels for up to date information and communicating updates via agreed communication channels (Crisis communications)
- Filing of documents, preparing and receiving feedback post-Festival (Administration)

Key dates for Sydney Writers’ Festival 2018

**FEBRUARY**

February 17   Volunteer Management Internship applications close

**MARCH**

March 4   Volunteer Management Internship begins
March 14   Program launch
March 16   Program launch in the *Sydney Morning Herald*
March 23   Supervisor training day

**APRIL**

Apr 13   Volunteer Orientation Day
Apr 27   Survey Training Day
Apr 29   SWF Workshops & School Days begin
Apr 30   SWF Opening Night party

**MAY**

May 1-4   SWF Night & city events
May 2-5   SWF day events at Carriageworks
May 6    Bump out complete
May 14    Volunteers wrap party