Sydney Writers’ Festival

Volunteer and Internship Coordinator

About Sydney Writers’ Festival

Sydney Writers' Festival is Australia’s largest annual celebration of literature and ideas. Each year the Festival presents a program of over 300 events to around 100,000 people at venues that stretch from the city’s centre to the foot of the Blue Mountains. For one week every May, Sydney Writers' Festival brings together writers from various forms and backgrounds, including the best contemporary novelists, screenwriters, musicians and writers of cutting edge nonfiction, and some of the world’s leading public intellectuals, scientists, podcasters and journalists. With the finest writing and storytelling at its core, programming is driven by the ideas and issues that animate all types of literature.

The Festival is a not-for-profit organisation, and as such, we aim to be accessible to a wide range of audiences. This objective sees us present many events for free during our May Festival, and was behind the 2015 launch of our Live and Local program that partners with local organisations to live-stream key Festival events into regional Australia.

Sydney Writers’ Festival also has a dynamic program of events throughout the year, including the Children’s Festival of Moving Stories with free events for children and families across Western Sydney. We are committed to providing opportunities for children of all ages to engage with books and stories through a variety of literary experiences.
Volunteer and Internship Coordinator

This role is a full-time contract position, working a total of 100 days over a five-month period from early January to the end of May 2020.

The role requires an experienced volunteer team coordinator with high-level data management skills, a friendly leadership style and minimum 2 years of event management experience.

The role reports to the Volunteer and Internship Manager (VIM).

Roles and Responsibilities

(a) Volunteer & Internship Coordination

1) Coordinate the applications process for SWF Internships at the 2020 Festival, liaising with universities to advertise positions and SWF staff to create roles, interview and respond to applicants.

2) Coordinate recruitment of approximately 300 volunteers to work at the 2020 Festival via universities, partner organisations, social media and online listings.

3) Assist the VIM to design the volunteer shift roster in accordance with requirements for the 2020 Festival.

4) Maintain a database of volunteer and intern contacts.

5) Supervise and coordinate tasks for a student intern from March – May.

6) Coordinate regular meetups for the 2020 Interns and provide admin support throughout their placement with SWF.

7) Coordinate training sessions for a team of 50 Volunteer Supervisors to act in areas of special responsibility and performance.

8) Edit and prepare the Supervisor information packs to distribute to all supervisors at team training sessions.

9) Coordinate a team orientation and training day for all volunteers prior to the Festival.

10) Edit and prepare the Volunteer Information pack and welcome bag to distribute to all volunteers at orientation day.

11) Coordinate follow-up orientation and training sessions for any volunteers unable to attend orientation day.

12) Gather Working with Children Checks and accreditation documents for volunteers working on children’s and YA events.

13) Coordinate the gift bag packing process for volunteers, authors and special guests ahead of the Festival, with the assistance of volunteers.
14) Coordinate printing and preparation of Festival accreditation lanyards, festival maps and guides, volunteer documents and signs ahead of the Festival, with the assistance of volunteers.

15) Liaise with partner company Woolcott Research to help deliver, through the use of volunteers, an audience research survey project.

16) Coordinate catering requirements for Volunteers ahead of the Festival.

17) Act as a primary point of contact for all SWF volunteers prior to and during the 2020 Festival.

18) Coordinate volunteer operations at Carriageworks and Seymour Centre during the 2020 Festival.

19) Regularly advise the VIM on matters relating to the safe and successful engagement of volunteers for 2020 Festival events.

20) Work to ensure the safety and care of Volunteers, 2020 Festival guests, 2020 Festival staff and audiences.

21) Coordinate the post-festival wrap party for volunteers.

22) Collect feedback from 2020 Volunteers and Interns via online survey.

23) Prepare general feedback for SWF departments based on feedback gathered from attendees, volunteers and interns.

24) Prepare a final report based on agreed KPIs.

(b) General

- Organise, prioritise and manage own workload to deadlines;
- Keep abreast of key issues and development in arts and cultural industries;
- Maintain a cooperative and collaborative approach within a small team;
- Attend relevant workshops and training exercises;
- Any other duties as agreed with the CEO.

Remuneration

Salary will be $55,000 per annum pro rated, paid fortnightly.

Applications

Applications should be addressed to Misty McPhail, Volunteer & Internship Manager, at jobs@swf.org.au and received by close of business on Friday 22nd November 2019.
Applications should include:

- A cover letter outlining your interest in the job, and addressing how your experience matches the requirements of the role;
- A current CV, including the contact details of two professional referees

To discuss your application or ask questions about the Festival, please contact Misty McPhail on 0429 432 803.