

## EVENT MANAGEMENT (VOLUNTEERS) INTERNSHIP

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To apply for this internship, complete the [online application form](#). Please ensure that you address how your skills and experience relate to the role, and availability over Key Dates.

Applications close at 5pm, Friday 29 November 2024.

### About the Internship

The 2025 Sydney Writers' Festival Volunteer Management Intern will undertake a variety of practical activities designed to facilitate learning in the field of Volunteer Management and contribute to the success of the Festival's Volunteer program. The Sydney Writers' Festival volunteer team has grown to comprise over 300 enthusiastic Festival supporters and 40 experienced volunteer supervisors. Volunteers support Festival operations behind the scenes in the writer's green room and volunteer's green room, plus Front of House at our info booths, Festival shuttle pick up and drop off points, ushering at events and book signings, assisting at Family and Young Adult (YA) days, and administering our festival-wide survey.

Reporting to the Volunteers & Internships Coordinator, the Volunteer Management Intern will learn the systems and skills required for smooth operation of the volunteer team. This includes administrative tasks, team coordination, and digital and in-person training requirements in the lead up to a large-scale cultural event, and facilitating effective communication among the team during Festival week.

Applicants for the Volunteer Management Internship would benefit from effective and confident communications skills, and some understanding of what it's like to volunteer with an arts festival and the various situations that might arise between staff, volunteers and guests. Previous experience with administrative software, including basic MS Word and mid-level MS Excel skills would be helpful, plus an understanding of how MS SharePoint can be used as a digital communication site for information delivery. This role would suit students from many different disciplines, provided they have the unique combination of skills required – leadership ability, interpersonal skills and written communication skills. Related areas of study would include Media and Communication Arts, Event Management, Business (HR), Arts and/or Publishing.

The **Event Management (Volunteers) Internship will commence on 3 March and finish on 13 June 2025**, with exact dates to be negotiated around intern availability. The total commitment will equate to approximately **160 hours** over 15 weeks, at 8-10 hours per week with an additional 20 hours across the week of the Festival. Weekly hours can be delivered as a combination of office attendance, work from home, and being on site for SWF events.

Note: there is one-week post-Festival with no time commitment, after which, the intern will continue to work with the Supervisor to organise the post-Festival wrap party for volunteers. During the week of the Festival, the Intern will have the chance to put their learning into practice, as well as the opportunity to witness the results of their hard work.

## Key Learning Opportunities

Key learning opportunities of this internship include:

- **Data management skills**, including tracking and manipulating data in both Microsoft Office and Microsoft Excel, using collaborative documents and file naming practices.
- **Digital publishing and editing skills**, including strategic information design, reading for clarity, copy editing skills, curating information, quiz design and user experience testing.
- **In-person training and leadership**, including planning agendas, coordinating workflows, curating key information, considering safety and presenting to an audience.
- **Event management skills**, including event set-up and pack-down, giving briefings, crisis management, juggling multiple priorities and leading a team.
- **Post-event reporting**, including obtaining and analysing feedback data, writing evaluation reports and handover practices.

## Role Responsibilities

The Volunteers Management Intern will assist with the following:

- Editing and proofing training information documents (MS Office)
- Creating quizzes for digital training information confirmation (Google Forms)
- Checking registration documents online and maintaining registers (Administration)
- Leading small teams of volunteers to complete pre-Festival preparation tasks (In person training and leading)
- Supporting set-up and facilitation of Volunteer Supervisor Training Meetings, Volunteer Orientation Day and the Orientation Day Tour (In person training and leading, production skills)
- Strategic design and testing of digital information architecture and ongoing messaging (strategy, user experience)
- Gathering and compiling advice for new volunteers (presenting to an audience, research, curating information)
- Assisting on-site during Festival week to help coordinate volunteers (In person training and leading)
- Communicating Festival-wide updates and changes via communication sites (Crisis communications, digital strategy)
- Preparing and receiving feedback survey post-Festival (Administration)

Note: Access to own laptop is beneficial

## Key Dates

Following are core festival and department milestones, some which may require availability beyond office hours in the evenings or weekends. Updates to the below dates, plus any additional dates specific to your role, will be provided at the interview stage.

- 29 Nov 2024 Sydney Writers' Festival Internship Applications close
- 2–13 Dec 2024 Review applications and shortlisted candidates interviewed
- 16 Dec 2024 Advise all shortlisted candidates of final outcomes
- 3 March 2025 Internship commences
- 3 May 2025 SWF Orientation Day (for volunteers, interns, crew)
- 19–25 May 2025 Sydney Writers' Festival