



Sydney Writers' Festival Ltd
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Sydney Writers' Festival

Role Title: Volunteers & Internships Manager

Reports to: Director of Production and Operations

Salary Range: Competitive

Terms: 6-month fixed-term contract, commencing part-time

Sydney Writers' Festival encourages applications from all backgrounds, communities, and industries, and are committed to having a team that is made up of diverse skills, experiences and abilities.

About Sydney Writers' Festival

Sydney Writers' Festival is one of the world's leading and most beloved literary institutions. It is a place for readers, writers and thinkers to share ideas, tell stories and celebrate literature.

Since our first Festival in 1997, we have brought thousands of diverse writers and thinkers from Australia and around the globe together in Sydney. In the company of the world's best novelists, poets, journalists, public intellectuals, economists, politicians, podcasters and scientists, we've discussed some of the most pressing issues of our times. We've celebrated prize-winning authors, long-awaited novels from writers at the height of their careers and introduced debut authors to eager and enthusiastic new audiences.

Readers and writers have exchanged thoughts and opinions, perspectives and philosophies, creating a powerful community based on radical dialogue and respectful debate. The drumbeat of questioning that thrums underneath the Festival is powerful and enlivens Australia's democratic tradition.

About this role

The Volunteers & Internships Manager is responsible for planning, coordinating and delivering the organisation's volunteer and internship programs. Overseeing approximately 300+ volunteers, this role manages all administration, recruitment, training and logistics to ensure a well-supported and engaged team throughout the year and the 2026 Festival.

Responsibilities

Volunteer and Internship Management

- Plan, implement and manage the volunteers and internship team, to supporting the delivery of programmed events and the 2026 Festival.
- Manage the recruitment process for volunteers and interns, to ensure the process aligns with the needs of programmed events.
- Recruit and train a team of Volunteer Supervisors for key roles, assigning rosters based on their experience and skill levels.
- Ensure all documentation, rosters, accreditation and briefings are communicated effectively, and that volunteers are fully informed about safety protocols and customer service expectations.
- Allocate volunteer rosters based on standalone events and 2026 Festival program requirements and volunteer availability.
- Oversee and support the Volunteers & Internships Coordinator in the planning and delivery of the 2026 Festival.
- Create an online information site to provide volunteers with updated briefing materials.
- Liaise closely with the Volunteer team and other internal departments to meet operational needs.

Documentation, Compliance, and Event Coordination

- Oversee the preparation of accreditation documents, including Working with Children Checks and lanyards.
- Maintain accurate records and databases, ensuring compliance with workplace and safety standards.
- Produce a post-season report evaluating and providing feedback on the volunteers and internships program.
- Work to ensure the safety and care of volunteers, interns, guests, staff and audiences, and adhere to all WH&S Policy and procedures.
- Coordinate on-site logistics operations and provide day-to-day support during the Festival and events.
- Evaluate program outcomes and provide recommendations for the future.

Selection Criteria

Key Selection

- A minimum of 3 years of event management experience or similar is required, with proven ability to work effectively in a high-pressure environment.
- The role requires an experienced team manager with strong administrative and data management skills.
- Demonstrated experience working collaboratively within small and large team environments.
- Experience working with volunteers in a fast-moving environment.

Essential Knowledge, Abilities and Skills

- Exceptional time management skills.

- Highly developed interpersonal and communication skills, who is a friendly, proactive and positive team player.
- Demonstrated experience using Microsoft Office and or other database systems.
- Proven ability showing initiative, positivity, collaboration, working calmly under pressure and attention to detail.

How to apply

To apply for this role, please send your resume and a cover letter demonstrating how you meet the selection criteria. Applications should be addressed to Director of Production and Operations, Tristan Taylor and be sent to jobs@swf.org.au.

Please include three (3) references that include a current manager/supervisor. Please note: Referees will only be contacted after prior consultation with the candidate.

Applicants who have previously applied for this role are asked not to submit a new application.

Applications close at 5pm on Monday 15 December 2025.

Early applications are encouraged, as we may proceed with an appointment once a suitable candidate is identified.

If you have any questions prior to applying, please direct them to jobs@swf.org.au.