

Sydney Writers' Festival

Role Title: Volunteer Operations Coordinator
Reports to: Volunteer & Internships Manager
Salary Range: Competitive
Terms: 3-month part time fixed-term contract starting March 2025

Sydney Writers' Festival encourages applications from all backgrounds, communities and industries, and is 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 the role:

Reporting to the Volunteers & Internships Manager (VIM) and working closely with the Volunteer Program Coordinator (VPC), this role is responsible for providing admin, training and logistics support for 300 volunteers at the Festival.

The ideal candidate is somebody with production coordination experience who has strong skills in Microsoft Office including PowerPoint, keen attention to detail, and who is a friendly, proactive and positive team player.

Responsibilities

Volunteer training, supervision and support

- Organise supervisor training sessions, prepare presentations, coordinate delivery of orientation training for volunteers, including follow-up briefings for those unable to attend.
- Oversee volunteers during pre- and post-Festival tasks, and support Volunteer Supervisors in managing team performance during the Festival.

Operational planning and logistics

- Assist with logistics planning in setting up the Volunteer Green Room, preparing catering lists, and other logistical needs, including transport and equipment for the team.
- Oversee the creation and distribution of volunteer training materials and information resources, including instruction guides, quizzes, maps and signage.
- Collaborate with the Volunteer & Internships Manager and Volunteer Program Coordinator during the Festival to ensure smooth operations and positive volunteer engagement.

Safety, wellbeing and reporting

- Promote the safety and care of volunteers, Festival guests, staff and audiences.
- Prepare a final report with recommendations for improving volunteer operations in future events.

General

- Organise, prioritise and manage own workload to deadlines;
- Maintain a cooperative and collaborative approach within a small team;
- Ensure that work is carried out in a safe and appropriate manner and adhere to all WHS Policy and procedures.
- Any other duties as agreed with the Volunteers & Internships Manager.

Selection Criteria

Key Selection

- A minimum of two years of event coordination experience is required
- Proven ability to work effectively in a high-pressure environment
- Strong administrative and data management skills
- Experience conducting training sessions and preparing briefing materials
- Demonstrated experience working collaboratively within small and large team environments
- Experience working with volunteers in a fast-paced environment is preferred

Knowledge, abilities and skills

Essential

- Strong written and verbal communication skills
- Demonstrated experience using Microsoft Office, FileMaker and/or other database systems
- Proven ability showing initiative, positivity, collaboration, working calmly under pressure, and attention to detail.

Availability

Commencing the week of Monday 3 March to Friday 6 June 2025, starting with two days per week in March/April, increasing to three days per week in May, and includes an additional eight days throughout (some on weekends) for team briefings and Festival Week. The total commitment is 40 days over three months.

How to apply

Applications should be addressed to Misty McPhail, Volunteers & Internships Manager, and be sent to jobs@swf.org.au.

Applications must include:

- A current resume
- Covering letter (no more than two pages), including an outline of your interest in the role, addressing how your experience prepares you for the responsibilities required and how you align with the selection criteria.
- Three (3) references that includes a previous manager/supervisor.

Candidates are encouraged to send their applications ahead of the closing date.

Applications close: Thursday 23 January 2025, 5pm.