

ADELAIDE FESTIVAL **AF**

4 - 20 Mar 2022

JOB SPECIFICATION

POSITION:	VOLUNTEER COORDINATOR
REPORTS TO:	HEAD OF CUSTOMER EXPERIENCE
LAST UPDATED:	AUGUST 2021

The Volunteer Coordinator works closely with all Adelaide Festival (AF) departments to ensure that volunteer requirements are met. The volunteer coordinator is fully versed in the AF program and the unique requirements for each project being delivered.

Job Summary

Coordinate full delivery of the volunteer program across the entire Adelaide Festival including but not limited to: Adelaide Festival Centre, Elder Park and other outdoor sites, Adelaide Writers' Week, Visual Arts Venues and other non-traditional festival spaces.

Manage all aspects of the volunteer recruitment, including the registration, initial communication and record keeping within the Volunteer database.

Be the single point of contact for directing and guiding volunteers throughout the Festival including pre and post Festival volunteer support and requirements.

Perform skill matching and mapping between volunteers and the Festival's project requirements to ensure the volunteer has the skills to match the job description for each task.

Provide General Code of Conduct plus rights and responsibilities training of the volunteers, in line with the Adelaide Festival policies and procedures.

In conjunction with programming and production teams, ensure volunteers have a clear understanding of their tasks to be performed and a clear understanding of reporting hierarchy.

Provide a safe work environment at all locations.

Organise National Police Checks, Working with Children checks and ID checks as required.

Complete agreement and induction checklist with registered volunteers.

Manage all volunteer rosters and roster changes including being available to take calls and enquiries outside normal working hours during the delivery of AF 2022.

Develop and present a full induction for all selected volunteers for the Festival Program.

Work with the Marketing team to determine printing and merchandise requirements.

Key competencies

Demonstrated knowledge of, and experience in, implementing a volunteer program.

Excellent literacy, communication, editing and proofing skills.

Ability to manage complex tasks, challenging projects and competing deadlines concurrently.

Outstanding communication and interpersonal skills.

Strong planning, organisational and administrative skills including demonstrated use of databases.

Ability to think creatively and strategically to problem solve.

Collaborative working style with both the ability to work within a team and individually to achieve the collective organisational goals.

Good humour with a positive and enthusiastic outlook.

Key Outcomes

Effective, timely and successful implementation of the Festival volunteer program.

Excellent working relationships with other festival staff and external suppliers and stakeholders.

Timely delivery of post-festival reports and accurate archiving for the ongoing use of Adelaide Festival.

Generic Work Skills

As a member of the Adelaide Festival staff team, all staff will demonstrate the following skills -

Leadership - Demonstrate a commitment to corporate priorities and values, taking personal responsibility and adhering to organisational policies and procedures while maintaining confidentiality.

Team work - Approach all AF personnel and volunteers with respect and consideration, while collaborating effectively with staff.

Problem solving - Embrace flexibility and lateral thinking; facilitate solutions and make decisions based on an understanding of the relevant issues, factual information provided and logical assumptions.

Influencing - Seek to secure support and commitment from colleagues through the clear articulation of ideas, opinions and open dialogue, supported where possible by factual data.

Communication - Active contribution to a positive and effective work environment through open and inclusive planning, continuous information sharing and transparent work processes.

Customer service - Be accessible to colleagues and stakeholders, work to understand their needs, negotiate outcomes that are acceptable to both parties and provide deliverables as agreed.