

Position Description – Volunteers Coordinator

Job Specification

Job Title: Volunteers Coordinator
Department: Production
Reports To: Production Manager
Direct Reports: Volunteers
Engagement: Fulltime fixed-term June – August

Job Scope

The Volunteers Coordinator will be responsible for recruiting volunteers, processing volunteer applications, identifying volunteer skillsets, and ensuring volunteers are placed in suitable roles. The Volunteers Coordinator will prepare, distribute and manage rosters and will be the main point of contact for volunteers up to and during event delivery. The Volunteers Coordinator will also review the Darwin Festival Volunteer Handbook against The National Standards for Volunteer Involvement and update policies and procedures accordingly.

Key Accountabilities	Tasks	Results
Volunteer Management 60%	<ul style="list-style-type: none"> Recruit adequate volunteer numbers to meet operational requirements and assign volunteers to suitable roles Manage volunteer records and develop and distribute schedules, and amend schedules as required Review and update the Darwin Festival Volunteers Handbook against The National Standards for Volunteer Involvement and update policies and procedures accordingly. Prepare volunteer welcome packs, including the Volunteer Handbook, water bottles, and T-shirts Organise and host the Volunteer Induction Night and the Volunteer Thank You Function Support market research activities through the selection and training of suitable volunteers and adequate rostering 	<ul style="list-style-type: none"> Successful delivery of each stage of the volunteer program from recruitment through to the conclusion of the annual Darwin Festival All volunteer schedules and changes are accurately entered into Deputy in a timely manner – in collaboration with the Production Department and other departments as required Darwin Festival Volunteers Handbook associated policies and procedures are fully compliant with the National Standards for Volunteer Involvement.

Key Accountabilities	Tasks	Results
	<ul style="list-style-type: none"> • Coordinate pre-Festival promotional activities at marketplaces across Darwin • Manage volunteers according to Darwin Festival policies and procedures (including WHS) and act as their main point of contact • Manage volunteers with patience and gratitude and ensure volunteers have a positive experience and feel part of the Darwin Festival team • Respond to volunteer queries, feedback, and complaints promptly and according to Darwin Festival policies and procedures • Provide a verbal and written debrief report to the Production Manager at the end of the Festival • Provide administrative assistance to the Production Manager as required 	<ul style="list-style-type: none"> • Successful delivery of the Volunteer Induction Night and Volunteer Thank You functions • Successful management of volunteers to secure optimum results and a positive experience, and ensure compliance, in proactive consultation with other departments as required • Market research targets are successfully met through appropriate training and rostering • Successful delivery of marketplace activations
<p>Financial Management 5%</p>	<ul style="list-style-type: none"> • Ensure all department expenditure adheres to the Darwin Festival Finance Policies and Procedures and is undertaken with approval by the CEO and under supervision by the Production Manager 	<ul style="list-style-type: none"> • All department expenditure is approved in advance by the CEO, and under supervision by the Production Manager
<p>Communication 15%</p>	<ul style="list-style-type: none"> • Work collaboratively with all Festival team members to ensure open and clear sharing of information across all channels • Ensure all changes to the program of events are communicated to all relevant team members • Oversee the preparation of and sign-off on artist schedules, and ensure full and complete artist itineraries are updated and communicated to all staff 	<ul style="list-style-type: none"> • Demonstrated effective communication and collaboration with all Festival team members and related stakeholders • Timely notification of any changes in program events to all team members • All artist schedules and itineraries are updated regularly, are accurate and communicated to all team members in a timely manner
<p>General Duties 5%</p>	<ul style="list-style-type: none"> • Attend Festival functions and team meetings as required 	<ul style="list-style-type: none"> • Proactive and punctual attendance at all required meetings

Key Accountabilities	Tasks	Results
	<ul style="list-style-type: none"> Any other duties as reasonably requested by the Production Manager and/or Head of Production 	<ul style="list-style-type: none"> All assigned duties carried out in a proactive, positive and professional manner at all times
<p>Teamwork 5%</p>	<ul style="list-style-type: none"> Always maintain professionalism and follow standards as outlined in the Employee Handbook or relevant document. Follow direction as given by senior team members Adhere to Darwin Festival Values and Code of Conduct as outlined in the Employee Handbook Respect for the work environment, each other and all stakeholders Foster a collaborative team environment where creativity, suggestions and ideas are actively encouraged Support other team members by being understanding, approachable and patient Punctual to all work-related events including but not limited to start time, meetings and onsite work Take an active role in procedures and initiatives, including but not limited to: WH&S, Project Management, HR Induction, Onboarding etc. 	<ul style="list-style-type: none"> Full compliance and advocacy for all points raised
<p>WHS 5%</p>	<ul style="list-style-type: none"> Raise and report any or potential hazard or incident in the first instance within enableHR and to your direct Manager WH&S compliance – observe all work health and safety and Darwin Festival policy and initiative requirements to contribute to a safe, healthy and ethical workplace Effectively manage any Workcover claims (if applicable), work with stakeholders to minimise risks Ensure you have contributed to the consultative process by advising management of any past, present or potential WH&S risks 	<ul style="list-style-type: none"> All WH&S matters raised with your Manager in the first instance Adherence to all WH&S policies, procedures and instructions Any Workcover claim (if applicable) is well documented, resolved in best time frame, ensure risk mitigation steps and measures in place Promoter of best practice WH&S at all times

Key Accountabilities	Tasks	Results
<p>Compliance 5%</p>	<ul style="list-style-type: none"> • Demonstrate 100% compliance with any relevant government legislation • Be fully conversant and compliant with all Darwin Festival Policies and Procedures • Ensure internal control procedures are followed through (e.g. correct forms used to action associated tasks) 	<ul style="list-style-type: none"> • No instances of non-compliance • Promoter of compliance within the organization at all times

Person Specification

Experience	Education	Personal Attributes	Potential	Alignment with Organisational Values
<ul style="list-style-type: none"> • Minimum 2-3 years' experience in worker management, ideally in volunteer coordination • High level interpersonal, verbal and written communication skills • Proven ability to manage projects and multi-task, whilst being responsible for all related administrative tasks • Excellent people management skills: able to effectively supervise and/or manage the activities of a large number of workers 	<ul style="list-style-type: none"> • Current driver's license essential • Current First Aid desirable • Demonstrated successful minimum 2-3 years in a similar role 	<ul style="list-style-type: none"> • Excellent verbal and written communication skills and the ability to build a rapport with a range of stakeholders to encourage cooperation and collaboration • High level organisational skills • Demonstrated capacity to meet deadlines with an ability to work in a systematic way and provide direction to others • Capacity to work as part of a small busy team under pressure, with a 	<ul style="list-style-type: none"> • Number of potential career options dependent on business needs and the contribution, experience and desire of worker 	<ul style="list-style-type: none"> • We ensure a safe and healthy workplace for all • We believe in honesty and acting with care, diligence and integrity in everything we do • Foster a culture of mutual respect with the proper regard for the rights and dignity of others • We strive for compliance and continuous improvement daily teamwork – we enjoy our work and work collectively to achieve goals

Experience	Education	Personal Attributes	Potential	Alignment with Organisational Values
<ul style="list-style-type: none"> Excellent computer skills, including Excel, with a knowledge of Monday.com and Deputy highly desirable 		<p>positive, collaborative, respectful and inclusive attitude.</p> <ul style="list-style-type: none"> Excellent decision-making skills to reduce chances of error Highly developed leadership and management skills Proactive and pragmatic approach to responsibilities - able to show and share enthusiasm with Team. Highly computer literate, able to self-administrate, pick up new systems and processes quickly and also share expertise readily with others. 		<ul style="list-style-type: none"> We are accountable for our actions, performance and behaviours

Acknowledgment

Please acknowledge that you understand and will abide by this position description by signing both copies, one copy should be retained by yourself and the other copy is to be returned to the Human Resources Department.

Employee		Signature	Date	
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