

POSITION DESCRIPTION

Position Title	Volunteer Coordinator
Reporting to	Customer Relations Manager
Salary	\$58,000 pro-rata
Contract Dates	23 April to 28 June 2019

The Sydney Film Festival (SFF) is one of the longest running events of its kind in the world. Each June, the festival brings the best new films from around the world to audiences in Sydney. As well as features and documentaries from over 50 countries, SFF screens Australian short films and retrospective titles. The festival hosts a number of awards to recognise excellence in filmmaking, including the Official Competition, Documentary Australia Foundation Award for Australian Documentary, and Dendy Awards for Australian Short Films (which are Academy Award eligible) incorporating fiction, animation and screenplay categories. The festival typically occurs over 12 days each June with screenings in multiple locations across Sydney. SFF also presents the Travelling Film Festival, taking mini-festivals to 19 venues across regional NSW, the Northern Territory and regional Queensland.

OVERVIEW OF THE POSITION

The Volunteer Coordinator (VC) is responsible for the recruitment, rostering, training and administration of 400-450 Festival volunteers. As a key member of a small team, the VC has a close working relationship with all positions in the organisation as well as a good understanding of the event and venues. Acting as a liaison between SFF staff, venue staff and volunteers, The VC is the face and voice of the Sydney Film Festival for volunteers and an information hub both internally and externally.

The responsibilities of the Volunteer Coordinator are:

- Recruitment of volunteers.
- Providing volunteers with information and answering enquiries about volunteer positions, screenings and other festival events.
- Liaising effectively between SFF staff and volunteers to ensure staff needs are met and volunteers understand their roles and responsibilities.
- Processing and responding to volunteer applications.
- Scheduling volunteers, matching skills to requirements.
- Updating and maintaining the volunteer database.
- Training volunteers, including organising and conducting the orientation evening covering information such as volunteer roles and OH&S requirements.
- Supervising, monitoring and managing volunteers and handling problems as they arise.
- Liaising with Venue Coordinators in effective management of volunteers.
- Administering a rewards system for volunteers.
- Encouraging and inspiring volunteers in their differing roles.
- Attending team and staff meetings, as required.
- Oversee the organisation of the volunteer party after the Festival.
- Completing an end of season report.

KEY SELECTION CRITERIA

Essential

- Previous experience as a volunteer manager or coordinator.
- Highly organised with the ability to manage multiple tasks simultaneously in an environment with strict deadlines.
- Demonstrated experience in office administration and executive support.
- Experience working with a small team, including both paid staff and volunteers.
- Exceptional customer service skills, coupled with a highly organised nature and good attention to detail.
- A flexible attitude to working hours.

- Excellent oral and written communications skills.
- Advanced Microsoft Excel and Microsoft Office experience, including familiarity with mail merges.
- The ability to take direction and show initiative.

Desirable

- Previous experience working in events in the arts or a cultural organisation.
- An interest in film and the film industry.
- Experience using Deputy software.

CORE COMPETENCIES

- **Team Focus:** Is committed and skilled at working with and assisting others to achieve positive outcomes.
- **Flexible:** Demonstrates a willingness to take on new challenges roles and responsibilities and adapt positively to changing working conditions and priorities.
- **Self Starting:** Highly motivated to achieve, shows initiative and acts proactively to deliver excellent results without directive supervision.
- **Interpersonal:** Skilled at building rapport, understanding others needs and developing effective working relationships.