JOB SPECIFICATION

POSITION: VOLUNTEERS COORDINATOR

REPORTS TO: CHIEF EXECUTIVE OR DELEGATE

DIRECT REPORTS: INTERNS & VOLUNTEERS WHERE APPLICABLE

LOCATION: MIDSUMMA FESTIVAL OFFICE

POSITION TYPE: FIXED TERM CONTRACT - Full time from mid October 2018 (start date to be negotiated with successful applicant) to mid / late February 2019.

LAST UPDATED: AUGUST 2018

Midsumma

Midsumma, Melbourne's annual LGBTIQ Arts and Cultural Festival, is a celebration and showcase of arts and cultural events for and by members of the LGBTIQ artistic community. Midsumma Festival works year-round to provide artists with support and tools to create, present and promote their work with its primary activity an annual multi arts festival presented over three weeks from mid-January to February each year.

Midsumma Festival brings a diverse mix of artists, performers and audiences together under a single umbrella for a celebration and innovative presentation of queer arts and culture. The diverse festival program is made up of a wide range of events and activities including visual art, theatre, spoken word, cabaret, film, live music, parties, sport, social events and public forums.

Job Summary

This role is responsible for coordinating all elements of the Midsumma Festival Volunteers Program and works closely with the Midsumma Festival Production Manager and Midsumma Program Manager on logistical delivery of a range of activities and events to assist the success of the festival and helping ensure the day to day smooth running of these programs in the lead up to and throughout the 2019 Festival. The position will coordinate administrative systems and processes, undertake general communications as well as assisting with the coordination of meetings, forums, information sessions, and events as may be required in the preparation and delivery across relevant festival activities. The role is also a ‘hands on’ throughout the festival and events within it. Dates for the 2019 Midsumma Festival are 20 January 2019 to 10 February 2019.

A core component of the role will be recruitment of volunteers, induction and briefing of volunteers, rostering of registered volunteers to best meet the needs of all aspects of the festival, and communications with such volunteers and Midsumma project managers and registered participants (where applicable) to
ensure that the festival is able to fulfill volunteer requirements of the Festival throughout the festival delivery period.

The Midsumma team typically engages up to 290 volunteers during festival for all sorts of vital tasks ranging from Auslan interpreters to survey collectors, to Ushers and assistant stage managers. Due to the small number of resources available to Midsumma, office volunteers are also sometimes required to assist in planning, administration and maintaining our wonderful volunteer pool. The volunteer coordinator supports other Midsumma staff by helping to recruit, select and train volunteers, coordinate scheduling and act as a liaison between volunteers and Midsumma staff. The position is crucial to maintaining engagement and positive communication. The role may also assist our Production Manager in maintenance of overall schedules/rosters for events. Some flexibility exists around hours of execution of this contract.

The role requires an outgoing, enthusiastic and dedicated person to undertake the planning, coordination and delivery of a wide range of administrative activities for Midsumma and particularly its primary activity, the annual Midsumma Festival undertaken in January/February.

The role works across a broad range of office and event management disciplines including but not limited to:

- Stakeholder Management
- Attendance at all major events to directly coordinate and monitor volunteers including Carnival (January 20) and Pride March (Feb 3)
- Artist, presenter, venue engagement (Visual Artists and associated event organisers)
- Working with Production Manager regarding event resource needs and from this identifying and scheduling volunteer crew and support needs, to assist paid event crew
- Liaison with and coordination of registered volunteers
- Volunteer engagement strategies
- General office support and correspondence
- Database management (CRM)
- Diverse cultures and community engagement

Key working relationships

The position is a crucial member of the small but dedicated Midsumma Festival delivery team.

On a day to day basis the position will work most closely with the Midsumma Festivals Production Manager and Program Manager, Chief Executive and Volunteers but may also work closely with the Midsumma Ticketing coordinator, Risk Management Consultant and interns.

It is essential that the Volunteer Coordinator ensures that all volunteer within the volunteer’s program of Midsumma:

- Undertake appropriate induction and briefing processes
- Agree (in writing) to adhere to Midsumma policies and procedures
- Are provided with and understand the responsibilities that becoming a volunteer of Midsumma involves.
- Understand the nature of a not for profit organisation and the need to meet commitments made with regards to volunteer tasks and rostered shifts.
- Feel adequately briefed and supported throughout their Midsumma engagement.

Overall, the role involves developing and maintaining positive relationships with a wide range of key Festival stakeholders including volunteers, audiences, local artists and arts companies, venues, presenting partners,
stallholders, supporters, media representatives and government agencies associated across all Festival activity, precinct partners, donors, corporate partners and Festival sponsors.

Key functions of the role

VOLUNTEERS COORDINATION

• Coordination of the recruitment, selection and training of volunteers to enable these volunteers to undertake a range of agreed required tasks in both an office environment and event delivery across a range of festival venues and sites.

• Develop and maintain details of a pool of volunteers registered as interested in undertaking volunteer duties for the Festival. Ensure that all contact details and any required information about volunteer’s abilities and requirements are kept up to date.

• Assist with and ensure the supervision of volunteers and the coordination of volunteers on site at key events. Monitor volunteer participation, enjoyment and suitability.

• Work closely with Midsumma’s Production Manager on event support needs and maintain an event schedule in close collaboration with the Production Manager with regards to volunteer support of such needs.

• Liaise with registered volunteers to coordinate rosters for required tasks and ensure that all rostered shifts are ‘staffed’ by volunteers as required.

• Develop and maintain effective administrative systems and processes.

• Coordinate volunteer recognition and support programs as appropriate.

• Work closely with the Midsumma Board’s Fundraising Coordinator in relation to volunteer engagement with donation / fundraising collection at Midsumma Carnival and Midsumma Pride March to ensure a coordinated approach.

• Undertake a wide range of administrative tasks required for the smooth and efficient running of a busy creative office environment.

• Develop and ensure continuation of positive relationships with all stakeholders of the festival across all sectors and assist in the activation of these as proactive advocates for the Festival in an ongoing way.

• Attend and participate where appropriate in fundraising or industry activities and events.

• Keep abreast of current industry trends and issues relating to the festival at a local, state, national and international level.

• Participate as a member of the festival team with regards to broader whole of organisational needs and priorities.

• In consultation and working collaboratively with all members of the festival team, develop and implement plans to broaden and deepen engagement with stakeholder groups.

Key accountabilities
• Ensure that all administrative elements of the Volunteers Program and Visual Arts Program are managed within agreed Midsumma Festival policies and procedures and comply with the Festival’s delegations and purchasing policies.

• Ensure a process of evaluation, assessment and learning to ensure continual improvement processes are in place that supports the Midsumma Festival organisational culture as a positive proactive learning organisation.

• Adhere to recruitment, induction and performance management procedures of the Midsumma Festival.

• Maintain processes and procedures as appropriate to ensure smooth delivery of all elements of the Festivals operation.

• Work closely with all Festival staff members to find ways to identify and maximise cohesive opportunities for all elements of the Midsumma Festival Program in a holistic way.

• Be familiar with and adhere to all Midsumma Festival policies and procedures including WHS requirements.

• Attend and participate in weekly staff meetings and be available for monthly Board meetings as required and/or providing written reports as appropriate.

• Prepare a debrief report at the conclusion of the Festival including making recommendations for future improvements in relation to the role of Administrative Officer, general administrative processes, systems or any other operations as appropriate.

• Prepare and provide relevant information for sponsorship, government at the conclusion of the festival in preparation for collation of the Festival’s annual report.

• Actively engage with diverse cultures and communities and assist the Midsumma Festival to maintain and further develop a national leadership position regarding broad arts access and inclusion.

• Utilise all available resources in the most effective and efficient manner possible.

• Ensure the proper collation of all relevant statistical information and trends.

• Ensure collation of all information and statistical data to assist with post festival evaluations and acquittal reports.

PERSON SPECIFICATION

Key required competencies

• Excellent demonstrated communication skills (written and verbal)

• Strong proven people management skills with the ability to motivate and manage teams.

• Demonstrated valuing of the role of volunteers within the operations of all areas of Midsumma Festival and of developing and executing a positive supportive environment for and clear communications with all registered volunteers of the Festival.
• Demonstrated attention to detail, commitment to accuracy, and ability to manage multiple tasks within agreed deadlines. Ability to maintain accurate written records.

• High level of self-motivation.

• Ability to think laterally and a collaborative, constructive, flexible and creative approach to solving problems.

• Demonstrated commitment to information sharing.

• Proficiency in MS Office Excel, Word and PowerPoint, databases, and confident approach to learning and developing new systems and processes.

• A confident, warm and engaging personality.

• Proven ability to work well as part of a team environment and to actively participate in maintaining and developing a positive organisational culture as part of a small hardworking team.

• Demonstrated ability in developing and maintaining networks.

• Negotiation skills and the ability to deal with difficult situations in positive constructive ways.

• Demonstrated respect and empathy for members of diverse communities, the arts, and in particular members of LGBTIQ+ and DGS communities.

• A collaborative flexible and open-minded working style and commitment to broad organisational values and objectives.

**Employment Conditions:**

- A fixed term contract
- Salary level $950 per week gross pro rata plus superannuation at 9.5%
- Due to the nature of festivals, working hours outside of core business operating times (evenings and weekends) will be required during the core festival delivery period and for limited lead up events and functions.
- The position will receive the pro rata equivalent of four weeks’ annual leave and sick / personal leave pro rata, calculated upon 10 days’ sick leave per year for a full time position.
- The salary takes into account additional working hours during festival delivery period and no overtime or penalties shall be payable. Time off in lieu may be negotiated at the discretion of the Chief Executive.

Midsumma is an equal Opportunity Employer who values diversity in the workplace.
As such we encourage and support applications from people from diverse backgrounds.

**OH&S Statement**
Midsumma Festival is committed to providing and maintaining a safe and healthy working environment for all staff, volunteers, contractors and visitors. This commitment is in accordance with the organisations values and the requirements of the various occupational health and safety Acts, associated regulations and codes of practice.