



JOB SPECIFICATION

POSITION:	VOLUNTEERS COORDINATOR
REPORTS TO:	CHIEF EXECUTIVE OR DELEGATE
DIRECT REPORTS:	VOLUNTEERS WHERE APPLICABLE
LOCATION:	MIDSUMMA FESTIVAL OFFICE / EVENT SITES.
POSITION TYPE:	FIXED TERM CONTRACT Approx. September 2022 (start date to be negotiated with successful applicant) to mid-February 2023.
LAST UPDATED:	May 2022

Midsumma

Melbourne's annual LGBTIQ+ Arts and Cultural Festival, is a celebration and showcase of arts and cultural events for and by members of LGBTIQ+ artistic communities. 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. The role works closely with the Midsumma Festival Head of Production and Operations, Midsumma Program Manager and Midsumma Marketing Manager on logistical delivery of a range of activities and events. The position will coordinate administrative systems and processes, assist with recruitment of volunteers, undertake general communications to volunteers and coordinate information sessions. The role is also 'hands on' throughout the festival, which includes large-scale outdoor events on Sunday 22nd January 2022 and Sunday 5th February 2023 and Melbourne Pride (date TBC) with festival dates for **Midsumma Festival 2023, from 22 January to 12 February 2023.**

The Midsumma team engages up to 500 volunteers during the festival for ushers, surveyors, event assistants and stage managers (not exhaustive list). Due to the small number of resources available to Midsumma, office volunteers are also required to assist in planning, administration and maintaining our volunteer pool.

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

- Volunteer recruitment
- Attendance at all major events to directly coordinate and monitor volunteers
- Working with Head of Production & Operations regarding event resources and scheduling of volunteer crew and support needs
- Liaison with and coordination of registered volunteers
- Volunteer engagement strategies
- General office support and correspondence
- Database management (CRM)

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- Reporting

Key working relationships

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

It is essential that the Volunteer Coordinator ensures volunteers:

- Undertake appropriate induction and briefing processes
- Are formally registered with Midsumma and agree (in writing) to adhere to Midsumma policies and procedures
- Are provided with and understand the responsibilities of the volunteer role
- Understand the nature of a not-for-profit organisations 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, arts companies, venues, presenting partners, stallholders, supporters, media representatives and government agencies

KEY FUNCTIONS OF THE ROLE:

Volunteer Coordination

- Coordinate the recruitment, selection and training of volunteers
- Develop and maintain a registered database of volunteers
- Ensure that all contact details and any required information about volunteer's abilities and requirements are kept up to date
- Facilitate and coordinate any additional training required for Volunteer COVIDSafe requirements
- Deliver orientation processes including handbooks / inductions / volunteer role descriptions
- Host volunteer briefing session(s), Volunteers social events as required including the closing party
- Work closely with Midsumma's Head of Production & Operations on creating an overarching volunteer requirements schedule ensuring the varied volunteer roles are provided at each individual event
- Assist with and ensure the supervision of volunteers and the coordination of volunteers on site at key events (including bump in, event day, bump out if required).
- Monitor volunteer participation, enjoyment and suitability
- Ensure that all shifts are 'staffed' by volunteers as required
- Coordinate volunteer recognition and support programs as appropriate
- Work closely with the Midsumma Marketing Manager in relation to volunteer engagement with donation / fundraising collection at Midsumma Festival to ensure a coordinated approach
- Develop and maintain effective administrative systems and processes
- Participate as a positive member of the festival team

Key accountabilities

- Be familiar with and adhere to all Midsumma Festival policies and procedures including WHS requirements including COVID19 related requirements
- Ensure that all administrative elements of the Volunteers Program are managed within agreed Midsumma Festival policies
- Provide volunteer evaluation reporting to ensure continual improvement of systems and processes
- Adhere to recruitment, induction and performance management procedures of the festival
- Work closely with all Festival staff members to find ways to identify and maximise cohesive opportunities for all elements of the Midsumma Festival Program
- 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 Volunteer Coordinator, general administrative processes, systems or any other operations as appropriate.
- Prepare and provide relevant information and statistics for reporting

- Actively engage with diverse cultures and communities

Key required competencies

- Excellent demonstrated communication skills (written and verbal) and organisation skills
- Strong proven people management skills with the ability to train, motivate and manage individuals and teams
- Ability to create safe and valuable workspace for volunteers
- Experience working in a fast-paced Festival environment and large-scale outdoor events
- Demonstrated experience working in an arts administration or festival setting
- Ability to self-motivate
- Demonstrated attention to detail, commitment to accuracy, and ability to manage multiple tasks within agreed deadlines
- Working knowledge of rostering systems and processes, and experience rostering large numbers of people / shifts at a variety of locations. Specific knowledge of Deputy or similar rostering system beneficial
- Proficiency in MS Office Excel, Word and PowerPoint, databases, and confident and flexible approach to learning and developing new systems and processes
- 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
- The role is a hands-on one and will require physical ability to work long hours and (at times) out of office hours, during festival event delivery and undertake basic manual handling
- A driver’s license is not essential but will be an advantage
- Demonstrated ability’s 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 LGBTQIA+ communities

<p>Employment Conditions:</p>	<ul style="list-style-type: none"> • A fixed-term contract • \$52K p.a pro rata, plus superannuation at 10% • 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 the 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.
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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.

How to apply:

Email your resume and cover letter to applications@midsumma.org.au by 5pm, Friday 5 August 2022.