

DUTY STATEMENT & SELECTION CRITERIA VOLUNTEER MANAGER



POSITION OUTLINE

Reports to:	Office & Special Events Manager and Festival Director
Position type:	Part-time (30 hpw) with availability to work full time from 26 Feb until 6 April 2018 (6 weeks including the Easter weekend)
Duration:	For a 9 month period from 1 October 2017 until 30 June 2018 with the possibility of extension pending review.
Salary:	Starting \$51,500pa (pro-rata) + 9.5% SGC contributions

Position Overview:

The National Folk Festival would not occur without the invaluable contribution of some 1200 volunteers. The Volunteer Manager will oversee all aspects of the the Festival's volunteer program including all related resources to assure the delivery of the annual festival event and other activities during the year as required.

The Volunteer Manager is a part time position equivalent of 30 hours per week (working 6 hours per day over five days). The successful applicant will need to be flexible and able to manage variable workload commitments. It is a requirement of this position that the Volunteer Manager be available to work full time from 26 February until 6 April 2018 (6 weeks).

This rewarding position will offer the successful applicant the opportunity to work both independently and, with a broad range of people within a supportive team environment.

Specific Duties and Responsibilities

- Articulate a clear vision for the volunteer program that reflects the Festival's mission and strategic plan.
- Facilitate the recruitment and training of volunteers, including the application and selection processes, to ensure individual program and organisational needs are met.
- Develop and implement effective strategies to recruit the right volunteers with the right skills for each area of engagement.
- Identify volunteer assignments that provide meaningful work and ensure volunteers are given appropriate training to be successful in their positions.
- Orient volunteers to increase their understanding of the Festival.
- Monitor the work of volunteers to ensure positive outcomes for both the volunteer and the Festival.
- Promote the Festival's volunteer program to engage wider community support.
- Maintain high levels of communication and engage effectively with the Festival's area co-ordinators to provide ongoing support and documentation for the delivery of services related to their individual responsibilities.

- Use the Festival's volunteer database to maintain accurate records and information, and ensure this is updated regularly.
- Manage the volunteer ticketing process, ensure that on-site arrival procedures are followed and records of volunteer hours are maintained.
- Review and update volunteer timelines, policies and procedures as required and maintain accurate records of program outcomes for all volunteer activities at the festival event and at other times during the year.
- Conduct ongoing evaluation of the programs and services delivered to volunteers and implement improvements as necessary.
- Ensure Workplace Health and Safety requirements for all volunteers are met including documentation as necessary.
- Assist with conflict resolution among clients, staff and volunteers according to established procedures.
- Administer and monitor expenditure for the volunteer program against the approved budget.
- Maintain an ongoing relationship with the Territory's peak volunteer organisation.
- Establish and implement a process for evaluating the contribution of individual volunteers and formal and informal volunteer recognition of that contribution.
- Prepare an annual report on the contribution of the volunteer program to the Festival Director and Board.

General

As part of the Festival Team

- Be involved in the strategic planning for the company and the Festival event
- Contribute to review of Festival practices and analysis of Festival performance
- Identify and develop timelines and checklists for the different streams of Festival operations relevant to duties
- Attend regular staff meetings and follow-up requested actions
- Troubleshoot and solve problems, in any Festival related area, as necessary
- Identify and develop written policies relevant to your duties and documentation explaining how you carry out your duties so that in the event that you were to cease to be an employee, there are records to enable another person to know how to carry out these duties
- Undertake additional tasks as requested by the Festival Director.

Section Criteria

Required

- Highly developed organisational skills, including the ability to quickly process rapidly changing information and, to manage time and prioritise tasks in a busy work environment.
- Demonstrated ability to work autonomously and self manage within an operational context but also in harmony with a small team.
- Well developed interpersonal skills including the capacity to communicate effectively and appropriately with a broad range of people and to work collaboratively with a wide range of stakeholders including volunteers.
- Demonstrated administration skills and experience in managing groups of people, including training, rostering and induction delivery.
- Well developed written and verbal communication, data collation, monitoring and evaluation and report writing skills.
- Demonstrated data management skills, proficiency in MS Office and experience in using data bases.
- Experience in preparing and monitoring budgets and the ability to meet budget targets.
- Knowledge and understanding of Workplace Health and Safety principles and practices.
- Flexibility to manage variable workload commitments. and to work over the Easter break, the weekend prior to Easter.
- Capacity to make decisions in a fair but firm and consistent manner and to resolve issues and negotiate effectively and sensitively.

Desired

- Previous experience in working with volunteers or, an understanding of, or experience in, the delivery of events incorporating volunteer programs.
- Knowledge of File Maker Pro.
- Ability to work in a Mac computer environment.
- Knowledge of the National Folk Festival.

To submit an application for this position please forward:

- A cover letter and current resume and,
- A response addressing each of the selection criteria

Submit you applications to director@folkfestival.org.au by close of business Thursday 31 August.

If you would like further information on the position, please contact the Festival Director on the above email.