

## VOLUNTEERS AND CAPACITY BUILDING COORDINATOR

### About Us

Queensland's premier arts festival, Brisbane Festival heralds the promise of play and celebration as it lights up the city each September in a blaze of colour.

We create extraordinary art and take up residence throughout the river city, atop iconic landmarks and deep into the suburbs. We host captivating live performances and installations from home and across the world. Our Festival reflects the diverse communities that give Brisbane its unique voice. We invite audiences to Be Bold with us, to expect art unexpected with open hearts and minds; to be entertained, inspired, and amazed.

Brisbane Festival acknowledges this country's First Nations people and with their leadership and guidance, we celebrate that deep cultural legacy. We create a rich multi-arts program made by and with our local Aboriginal and Torres Strait Islander communities.

Our artists, people and partners are ambitious and agile dreamers who make the impossible possible through passion, hard work, and care.

### Position Summary

The Volunteers and Capacity Building Coordinator works to ensure the successful delivery of two very important programs within the Brisbane Festival Program - Volunteers Program and Capacity Building Program

The Festival collaborates with volunteers across many areas, including front of house, marketing, hospitality and administration assistance. This role is responsible for engaging and growing the Festival's committed volunteer community. The role finds opportunities for Festival volunteers to gain experience in the events industry, to meaningfully contribute to the arts community, and to connect with likeminded people. The Volunteers Coordinator will interact with all Departments within the Festival to ensure the needs of volunteers, capacity building candidates and staff are met.

Our Capacity Building Program is supported by the Queensland Government through Arts Queensland, that provides paid opportunities for emerging arts workers to develop their skills alongside leading artists and arts workers. This role would be the key contact for each of these positions, ensuring they are connected internally with their relevant teams across projects

delegated by the Program Director, as well as completing Arts Queensland reporting once the program is complete.

The role will commence early July 2025, operating part-time until August. From the end of August until early October the role will be full-time, before transitioning back to part-time until the contract ends on mid-October 2025.

## Reporting

**Reports to:** Production Coordinator

**Positions reporting to the role:** Volunteers Assistant

## Communication

In respect to internal and external relations, the Volunteers and Capacity Building Coordinator will:

- Provide the Production Coordinator with a weekly report of developments and activities either in written form or in the form of a meeting.
- Liaise with the Programming Team and appropriate other staff members to carry out the role; and
- Liaise with relevant external stakeholders as required;

## Roles and Responsibilities

With support from the Production Coordinator, the Volunteers and Capacity Building Coordinator will:

- Oversee the Brisbane Festival Volunteer Program and Capacity Building Program, including managing the development of the database and systems;
- Ensure all Volunteers and Capacity Building candidates are inducted to Brisbane Festival, including Work Health and Safety (WHS) policies and procedures;
- Work with Festival departments to ensure Volunteers and Capacity Building candidates are engaged in suitable tasks, are supported and are appropriately supervised in their roles;

- Maintain a high degree of communication with and engage effectively with Volunteers and Capacity Building candidates;
- Monitor shift attendance and action when changes are required;
- Assist in the delivery of Volunteers and Capacity Building candidates training including preparing induction packs for Volunteers;
- Assist staff with supervising and managing Volunteers and Capacity Building candidates, in the office and on-site;
- Be the first point of contact for the Volunteer and Capacity Building programs internally and externally;
- Ensure all volunteers are thanked for their contributions and are provided with a certificate of participation;
- Prepare a survey of volunteers and staff to understand their level of satisfaction and areas for improvement;
- Provide a summary report on the outcomes of the Volunteer Program and recommendations for improvement;
- Complete all reporting post-Festival as required by key stakeholders such as Arts Queensland, including survey participation and reporting from all Capacity Building candidates and mentors; and
- All other tasks as reasonably requested by the Production Coordinator.

## Systems

In respect to systems use, the Volunteers and Capacity Building Coordinator will:

- Utilise the organisation-wide systems in accordance with policies and procedures provided.

## WHS

In respect to Workplace Health and Safety, the Volunteers and Capacity Building Coordinator will:

- Take an active role in effectively implementing Brisbane Festival's WHS policy.

## Relevant Experience

### Essential

1. The ability to quickly process rapidly changing information and reprioritise tasks in a high-pressure environment.
2. Demonstrated data management skills using a database or spreadsheet software.
3. The ability to engage with, coordinate and motivate 150+ volunteers. Previous experience with volunteer programs (or similar) will be highly regarded.
4. High level of confidence when communicating with and directing groups of people.
5. The ability to take direction, and a commitment to and passion for getting the job done.
6. A positive, empathetic and flexible approach to problem solving.

### Desirable

1. Experience in delivering a volunteer program.
2. An interest in the arts and creative industries, or experience in an event or festival environment.
3. Experience in a Front of House role will be highly regarded.

## How To Apply

Please apply via our [online application form](#) only. Address your application to: Laura McCabe – Production Coordinator. For enquiries contact: Laura McCabe - [laura@brisbanefestival.com.au](mailto:laura@brisbanefestival.com.au).

Please provide your CV including at least two referees, as well as a statement indicating how you meet the selection criteria listed. A cover letter is optional. Short-listed applicants should be available for interview after the application closing date. All applications are strictly confidential.

**APPLICATIONS CLOSE: 5:00pm on Friday 25 April 2025**

*Research shows that while men apply to jobs when they meet an average of 60% of the criteria, women and other marginalised folks tend to only apply when they check every box. So, if you think you have what it takes, but don't necessarily meet every single point above, please still get in touch. We would love to have a chat and see if you could be a great fit.*

*Brisbane Festival is an equal opportunity employer committed to diversity in the workplace. Our vision is to have a team which reflects the breadth and diversity of Brisbane's population. Aboriginal and Torres Strait Islander People, LGBTQIA+, culturally and linguistically diverse applicants and people with a disability are encouraged to apply.*

## **Privacy**

The following is extracted from our Privacy Policy. If you wish to view the entire policy, please request a copy via the email address above.

### **1.3. Information for job applicants (including volunteers)**

#### **1.3.1. Collection of your personal information**

If you are applying for a job with us, you may be required to provide us with certain personal information, including your:

Name; Residential address; Postal address; Telephone numbers; Email address; Employment history; Educational background.

in person, over the telephone, by fax or email, as part of, or in relation to, your job application.

In considering your information, we may also collect information about you from the referees you nominate in your application.

#### **1.3.2. Use of your personal information**

We will only use your personal information for the purposes of considering your application and, if successful, your employment.

#### **1.3.3. Disclosure of personal information**

In considering your application, it may be necessary for us to disclose some of your personal information to third parties to verify the accuracy of that information. We will disclose only such information as is necessary in the circumstances.