

## **VOLUNTEER COORDINATOR INFORMATION PACKAGE**

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## BIENNALE OF SYDNEY

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The Biennale of Sydney is a renowned exhibition of international contemporary art, the third oldest biennial in the world after Venice and São Paulo. Situated across multiple sites in Sydney, over nearly half a century, the Biennale of Sydney has commissioned and presented exceptional works of art by more than 1,800 national and international artists from more than 100 countries including the work of 52 artists born or living in South-East Asia.

The Biennale of Sydney is committed to free access for all and serves people of all ages and cultures. In 2018, the 21<sup>st</sup> Biennale of Sydney attracted visitation of over 850,000. Independent research showed that 23% of visitors were international, 52% identified as culturally diverse, 20% speak a language other than English at home and 46% were aged under 35 years. This reflects the important place that the Biennale of Sydney holds in the life of Australia and in its engagement with the world.

## APPLYING FOR THE ROLE

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Applications marked 'Confidential' and addressing the selection criteria must be received by 5pm on **Friday, 15 October 2021**.

Your application must include:

- a cover letter outlining how you meet the selection criteria;
- a current CV; and
- the names and daytime contacts of at least two (2) professional referees.

Email to: [employment@biennaleofsydney.com.au](mailto:employment@biennaleofsydney.com.au)

Subject line: Application | **Volunteer Coordinator**

***Applications that do not address the selection criteria will not be considered.***

## SELECTION CRITERIA

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Based on an application addressing the Essential Criteria, Curriculum Vitae and, for selected candidates, an interview and references, the Biennale of Sydney needs to be satisfied that the applicant meets the following criteria:

<b>Essential Criteria</b>	<ul style="list-style-type: none"><li>• Experience in managing volunteers, including scheduling complex rosters</li><li>• Ability to problem solve to ensure the continual smooth running of the volunteer program</li><li>• Strong administrative, planning and time-management skills, with the ability to manage own workload</li><li>• Outstanding communication skills and the capacity to create and maintain a collaborative team environment</li><li>• Experience (including volunteering) working in a festival environment</li><li>• Ability to successfully manage multiple tasks</li><li>• Strong computer skills, particularly Excel and Word</li><li>• Exceptional customer service skills</li><li>• Flexible attitude to working hours</li></ul>
<b>Desirable Criteria</b>	<ul style="list-style-type: none"><li>• Experience using Better Impact or Tessitura, or other volunteer management systems</li><li>• Experience volunteering</li><li>• Knowledge and understanding of accessibility principles and practices</li><li>• Current NSW Driver Licence</li><li>• Current First Aid certificate</li></ul>

## ROLE STATEMENT

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<b>Position Title:</b>	Volunteer Coordinator
<b>Department:</b>	Programs and Partnerships
<b>Reporting to:</b>	Head, Programs and Partnerships
<b>Direct Reports:</b>	N/A
<b>Salary:</b>	\$60,000 per annum (pro-rated) plus 10% superannuation contribution
<b>Contract term:</b>	Fixed term full-time contract to 30 June 2022.

## POSITION DESCRIPTION

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The successful candidate will be part of a team of highly motivated, specialist staff in delivering one of the world's leading contemporary visual arts events.

The primary purpose of this role is to coordinate all aspects of the volunteer program for the 23rd Biennale of Sydney.

The Volunteer Coordinator is responsible for the recruitment, rostering, training and administration of 200-250 exhibition volunteers. As a key member of a small team, the Volunteer Coordinator has a

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close working relationship with all positions in the organisation as well as a good understanding of the event and venues.

The position reports to the to the Head, Programs and Partnerships and the CEO.

See over for Duties and Responsibilities.

## DUTIES AND RESPONSIBILITIES

<b>Volunteers</b>	<ul style="list-style-type: none"> <li>• Working alongside other teams in developing current volunteer roles, and implementing new ones, that reflect the needs of the exhibition</li> <li>• The recruitment of appropriate levels of volunteer assistance for the exhibition at non-museum venues including the Cutaway, and at other sites and for specific artist projects</li> <li>• Assist in planning and delivering ongoing training and development programs for volunteers to support them in carrying out their role as 'live promoters' for the exhibition</li> <li>• Prepare and maintain the volunteer roster and distribute to volunteers, venue coordinators and relevant staff</li> <li>• Ensure that volunteers are thoroughly inducted regarding their responsibilities, WH&amp;S procedures and in maintaining high standards of customer service</li> <li>• Assist with setting up welcome desks / information hubs in venues</li> <li>• Assist with the supervision of volunteers (with other Biennale staff) to ensure Volunteer Code of Conduct and best practice standards are maintained</li> <li>• Help provide a safe environment and enjoyable experience for staff, volunteers and visitors</li> <li>• Ensure own compliance and the compliance of Biennale of Sydney volunteers to all relevant Biennale of Sydney policies</li> <li>• Developing mechanisms for recognising and acknowledging the contribution of volunteers</li> <li>• Organising volunteer thank you party</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• prepare and distributing position descriptions for volunteers</li> <li>• Ensure all volunteers obtain Working with Children Check</li> <li>• Maintain database of volunteer contacts and ensure these comply with Privacy Act</li> <li>• Provide reports and/or references for volunteers when required, including as part of their university course requirements</li> <li>• Preparation of a detailed report after the end of exhibition with outlining successful practices, issues and recommendation for the next exhibition edition.</li> </ul>
<b>Work, Health and Safety (WHS)</b>	<ul style="list-style-type: none"> <li>• All staff are required to take reasonable care of their own health and safety and that of other personnel (including volunteers and interns) who may be affected by their conduct</li> <li>• Participate in WH&amp;S Committee meetings, as required</li> </ul>
<b>Key Performance Indicators</b>	<ul style="list-style-type: none"> <li>• Successful delivery of a volunteer program that provides a safe, mutually beneficial, and enriching experience for participants</li> <li>• Manage adequate provision of volunteer engagement to successfully deliver the 23rd Biennale of Sydney exhibition and programs</li> <li>• Delivery of detailed report after the end of exhibition.</li> </ul>