



## Volunteers Coordinator

### Role Description

<b>Employment Type</b>	Contractor
<b>Employment Term</b>	April – August 2026
<b>Salary/Payment</b>	\$20,000 + GST
<b>Hours</b>	Project-based hours as required
<b>Location</b>	Byron Writers Festival office / work from home
<b>Reports To</b>	General Manager

### Overview

As Australia's largest regional writers festival, Byron Writers Festival attracts thousands of audiences annually to experience the best in literature and shared moments of human connection.

Byron Writers Festival is central to the literary, cultural and intellectual life of the Northern Rivers region and contributes to a vibrant arts sector nationally. We strive for a pioneering attitude to creativity, being a leader in the Australian arts community, accessible and inclusive programs, meaningful and enduring partnership, and a responsible approach to the environment.

Through our vibrant year-round program, we celebrate writing and storytelling, engage audiences with new ideas, and enhance access to literature. We have four flagship programs: the annual Byron Writers Festival, our free creative writing program for children, professional development services for our members, and our annual residential mentorship opportunity.

### Role Purpose

The Volunteer Coordinator is responsible for the recruitment, onboarding, rostering, engagement and supervision of volunteers for Byron Writers Festival 2026.

This role is a key contributor to festival operations and plays an essential part in delivering a positive, well-organised and safe volunteer experience that supports the Festival's mission to transform lives through writing and ideas.

The position requires a proactive and highly organised individual with excellent communication skills, strong interpersonal and leadership qualities, and the ability to work both autonomously and collaboratively in a dynamic festival environment.

## Key Responsibilities

- Review and refine volunteer roles and responsibilities annually.
- Manage the volunteer application process, including advertising, screening and onboarding.
- Develop clear and accurate role descriptions for key volunteer positions.
- Maintain volunteer records and ensure compliance with organisational policies and procedures.
- Prepare and manage volunteer rosters for pre-festival, festival days and post-festival operations.
- Coordinate rescheduling, replacements and adjustments in response to cancellations or operational changes.
- Ensure each volunteer is allocated appropriate shifts and responsibilities aligned with operational needs.
- Serve as the primary point of contact for all volunteer enquiries.
- Maintain timely, clear and positive communication with volunteers.
- Foster a culture of teamwork, inclusivity, goodwill and appreciation across the volunteer cohort.
- Coordinate Volunteer Orientation Days, festival t-shirt distribution, catering arrangements, sign-on processes and pass allocation.
- Deliver orientation and training to ensure volunteers understand their duties, expectations and safety requirements.
- Supervise volunteers during pre-festival set-up, festival operations and pack-down.
- Troubleshoot issues as they arise and provide on-site support to ensure smooth volunteer operations.
- Ensure volunteers have access to all necessary equipment, materials and information.
- Ensure Volunteer WHS guidelines are current, clearly communicated and adhered to.
- Support compliance with all relevant legislation, governance and WHS obligations associated with volunteer engagement.
- Compile Venue Handbooks including key information, emergency contacts, procedures and site-specific safety information.
- Attend Production Meetings as required at the Festival office and onsite.
- Liaise with internal staff and key onsite stakeholders including partners, caterers, first aid services, presenters and production teams.
- Maintain and promote Byron Writers Festival's standards, values and reputation in all interactions.
- Ensure seamless volunteer operations across the festival lifecycle.
- Coordinate the post-festival Volunteer Wrap Party as a key recognition initiative.
- Prepare a detailed post-event debrief report and participate in the festival debrief meeting.

## Key Selection Criteria

### Essential

- Strong written and verbal communication skills.
- Demonstrated experience in administration, event production, volunteer management or stakeholder relations.
- Excellent time-management skills and the ability to work independently and within a team.
- High level of competence with Microsoft 365, Google Workspace, and project management platforms.

- Strong organisational skills, attention to detail and problem solving ability.
- Proven ability to build positive relationships and provide supportive leadership.

### **Desirable**

- Current Working with Children Check.
- Experience in arts, cultural or community events environments.

*Byron Writers Festival is committed to building an inclusive workplace environment. We encourage applications from Aboriginal and/or Torres Strait Islander people and people from underrepresented backgrounds. We know that many talented people only apply for jobs when there is an exact match. If you don't fit all the criteria but believe this role is for you, we would very much like to hear from you.*