



Volunteers Coordinator

Position Description

Position	Volunteers Coordinator
Reporting to	Festival Operations Manager
Position type	Seasonal Fixed Term 63-Day Contract 0.4 FTE from July 14 to July 27 0.6 FTE from July 28 to September 14 Full-time from September 15 to October 27 0.6 FTE from October 28 to November 7"
Salary	65000 pro rata per annum + superannuation
Direct Reports	Up to 250 volunteers
Financial Delegation	\$1,000
Location	Carlton (with some remote work/work from home as negotiated)
Date of Preparation	15 May 2025

Position Purpose

To seek and support volunteers for the delivery of the Melbourne Fringe Festival 2025

Role Summary

The Volunteers Coordinator is responsible for organising and delivering the volunteers program for the 2025 Melbourne Fringe Festival.

The Volunteers Coordinator will oversee all aspects of volunteer management, including recruitment, scheduling and training. The role will work under the supervision of the Festival Operations Manager to ensure all volunteers have a safe and enjoyable time at Melbourne Fringe. The role will liaise with numerous Melbourne Fringe staff to determine volunteer requirements, contribute to the recruitment campaign, devise and implement the volunteer schedule and oversee all administrative tasks related to the volunteer program. During the festival the Volunteers Coordinator will be the key point of contact for volunteers, managing communication between key parties and volunteers, and will contribute to the on-site management of volunteers at the Festival Hub and at sites around Melbourne. This role will be a champion for access and inclusion.

About Melbourne Fringe

Melbourne Fringe democratises the arts. Our vision is cultural democracy – empowering anyone to realise their right to creative expression. We support the development and presentation of artworks by, with and for Melbourne's people, running the annual Melbourne Fringe Festival, the year-round venue Fringe Common Rooms at Trades Hall, and a range of arts sector leadership programs. We believe that access to the arts and creative expression are fundamental rights of our citizenship and vital to a creative, healthy, cohesive society.

Our Work Culture

Melbourne Fringe is a forward-thinking, creative and inclusive organisation. Our dreaming is out of the box, our work ethic is strong, and we don't let our limited resources stop us from making seemingly impossible things happen. We believe that great work is made by people who enjoy what they do. We are proud to have a diverse workplace that celebrates difference and encourages people to bring their whole selves to work with pride.

Fringe is a values-driven workplace characterised by big-picture thinking, optimism and playfulness. We have a reputation as a hard-working, caring, energetic, fast-paced workplace that values our people and their health and which brings them together socially for lunch, events and fun times.

You're the right fit for Melbourne Fringe if you are:

- Passionate about creativity and cultural equity
- Willing to support anyone to participate in the arts, regardless of their experience, age, gender, ability, sexuality, cultural background or artistic practice
- Excited by the challenge of making ambitious things happen on limited budgets
- Ready for personal and professional learning and continual improvement
- Into a collaborative and social work culture

Benefits of Working at Melbourne Fringe

Melbourne Fringe employees enjoy:

- A flexible work environment including regular work-from-home options (every Thursday, every second Tuesday, and at other times by negotiation)
- A glorious "no meetings" day every week
- Four Weeks' Accrued Annual Leave, with any unused leave paid out at the conclusion of your contract
- Best practice special leave entitlements including parental leave of up to 12 weeks' paid leave, and generous personal leave policies that cover physical and mental health, gender affirmation leave, cultural leave, menstrual and menopause leave and disability leave.
- An Employee Assistance Program counselling service

Volunteers Coordinator

Here's a list of things you'll be responsible for:

Volunteers Program

- Manage the volunteer recruitment process, actively seeking and encouraging the participation of volunteers
- Liaise with all project managers regarding their volunteer requirements, and assist and advise on the volunteer coordination of all sites
- Liaise with the Management team members regarding their volunteer requirements
- Maintain a reliable and accurate volunteer register and an effective system of scheduling and assigning volunteers appropriate duties
- Contribute to the sourcing of incentives for volunteers
- Update and distribute the volunteer guide booklet or phone app.
- In conjunction with the Business & Operations Manager, support all volunteers and ensure their needs are met, including Occupational Health and Safety requirements, training and amenities
- During the Festival, be the primary contact within the organisation for volunteers, including supporting volunteers, rescheduling shifts and assisting with any issues that arise
- In conjunction with the Business & Operations Manager, oversee the coordination and delivery of the volunteers' briefing
- Liaise with the Business & Operations Manager regarding the volunteer amenities budget and work within this budget
- Coordinate the design, printing and distribution of Volunteers' Certificates/letters of reference after the Festival

Audience Support & Access Innovation

- Work with the Melbourne Fringe venues and operations teams to assist with access innovation in our own activities, including supporting the Festival Hub Access Concierges training and coordinating transportation assistance for audiences via Travellers Aid.

Event Planning

- Plan and deliver volunteer induction sessions and training.
- Coordinate the volunteers' thank-you party.

General

- Actively uphold best practice cultural safety for all Melbourne Fringe staff, artists, volunteers, audiences and other stakeholders.
- Engage fully in the Melbourne Fringe Festival, which, by the nature of the Festival, may mean extended hours and expanded duties during the Festival period (followed by some well-earned days off in lieu).
- Attend where required festivals, events, shows, exhibitions, industry gatherings and philanthropic activities and events throughout the year.
- Other duties as agreed with the Festival Operations Manager, acknowledging that jobs evolve to meet the changing needs of the arts environment, and this document is an overview and not intended to represent the role performed in perpetuity.
- The successful applicant must undergo a Working with Children Check as a condition of employment with Melbourne Fringe. We will cover the cost of this check.

Here are the skills and attributes you need to bring*:

- Passion for the work of Melbourne Fringe
- Resilience and ability to work effectively under pressure
- Passion for the work of Melbourne Fringe and a commitment to cultural equity
- Experience working with or supervising volunteers is desirable
- Strong administration, systems management and organisational skills
- Resilience and ability to work effectively under pressure
- A sense of humour

** If you don't yet have all of the experience, know that Melbourne Fringe is a workplace that values ongoing skills development, mentoring and training.*

Our commitment to cultural equity

Melbourne Fringe has a deep commitment to cultural equity, and we strongly encourage applications from people who identify as First Nations, Deaf, disabled, people of colour, queer, transgender and gender-diverse people, as well as people with caring responsibilities. We celebrate people's differences.

We know sometimes people – especially those from more marginalised groups – might feel under-qualified for a job or like you might not belong. If that's you, we especially welcome you – Fringe is a place that supports and up-skills people as they're learning on the job.

If this application format isn't accessible for you, please get in touch and let us know what alternative format would suit you best. Upon engagement, we can work with disabled staff to consider reasonable workplace adjustments to ensure access needs are met. If you have any questions about accessibility, please contact Carly Findlay, Access Advisor, on (03) 9660 9600 or carly@melbournefringe.com.au.

Please advise us of any pre-existing injuries or conditions that may arise that might inhibit you in the physical requirements of the position, or any other access needs that you might have.