

SYDNEY FILM FESTIVAL

POSITION DESCRIPTION

Role Title:	Volunteer & Operations Co-Ordinator	
Department:	Operations & Events	
	Reporting to:	Head of Operations & Events (0.5), Operations & Events Manager (0.5)
	Direct reports:	Volunteers
Contract Dates	Full Time – Wednesday 16 th April until Friday 20 th June 2025.	
Salary	\$60,000k + Super (Pro Rata)	
Application Dates	To apply for the position, please send your CV and a cover letter addressing the key selection criteria, and your suitability for the role to Brock Taffe – Head of Operations & Events at info@sff.org.au by Friday 21st February 2025 .	

Organisation:

The Sydney Film Festival (SFF) is one of the longest-running events of its kind in the world.

The annual June Festival brings the best new films from Australia and around the world to audiences in Sydney. It also has 250+ features, shorts, retros, and documentaries from over 70 countries and 350+ sessions at around eight Sydney-wide venues over 12 days. The Festival celebrates its 72nd Festival in 2025 between 4 – 15 June.

The Festival hosts several awards to recognise excellence in filmmaking, including the Official Competition, Documentary Australia Foundation Award for Australian Documentary, First Nations Award, Sustainable Future Award and Dendy Awards for Australian Short Films (which are Academy Award eligible) incorporating fiction, animation, and screenplay categories.

SFF also presents the Travelling Film Festival, taking mini festivals to 19 venues across regional NSW, the Northern Territory and regional Queensland. SFF receives funding from federal, state, and local governments, as well as corporate sponsorship and philanthropic donations.

Purpose:

Reporting to the Head of Operations & Events, the Volunteer & Operations Co-Ordinator is a crucial coordination position in the Operations & Events Team to recruit, train, and manage the Festival's 300-400 volunteers in collaboration with the Operations and Events Manager and Venue Co-Ordinators to execute the Festival's volunteer program for the Sydney Film Festival.

The role is primarily responsible for the smooth operation and execution of the Festival volunteer program, including front-of-house and back-of-house volunteer operations across the Festival venues. It will support the Festival's programs, screenings, briefings, red carpets, talks, production, and events, including the Festival Launch, Festival Hub, SFFTV, Opening and Closing Night galas, parties, and awards.

With key departmental and stakeholder coordination with SFF Staff, Ticketing, Volunteers, Venues, Suppliers, and Production.

The position will involve liaising with external and internal stakeholders, keeping SFF's Operations & Events Team, Ticketing Team, Industry & Guest Team, and Venue Coordinators closely informed of the volunteer's schedules and movements and updating daily venue schedules and reports, following the direction and best practice recommendations, and co-ordinating their volunteer requirements, including preparation of standard operating procedures and training for volunteers.

Accountabilities and duties:

The following is an outline of key duties:

Recruitment and Scheduling

- Recruitment of the Festival's 300-400 volunteers, including publishing role descriptions and processing and responding to their applications via phone, email and text.
- Updating and maintaining the volunteer database to manage applications, rosters, and shift confirmations.
- Rostering volunteers, matching skills to requirements, and responding to Festival schedule changes efficiently and calmly.

- Providing volunteers with information and answering enquiries about volunteer positions, screenings and other Festival events.
- Support the Operations & Events team in preparing daily schedules for the Festival Hub and SFFTV, including the full production schedule and event program.
- Assist with keeping venues and their stakeholders closely informed of events and sessions in their venues, assisting venue managers, coordinators, supervisors and volunteers with day-to-day activities where required.
- Maintain data in the Festival Databases corresponding to production contacts, events, and schedules.
- Recruitment of interns for the Operations and Events team through its existing partner networks, if required.

Training and Reporting

- Coordinate briefings, venue induction, and accessibility and event assessments for volunteer’s roles and events.
- Assist with maintaining and implementing occupational health and safety guidelines in each venue.
- Revise, prepare, and collate daily venue reports, venue coordination packs, handbooks, venue bibles, and event plans with the Operations & Events team in collaboration with key stakeholders and suppliers.
- Prepare a Post-Festival report summarising activities and recommending improvements for future festivals.

Volunteer Management

- Oversee the execution of volunteer management for the Festivals' Box Office, Ticket Scanning, Wayfinding, Red-Carpet Events, Media Walls, Sponsor Activations, Industry Talks and Events, and Major Events.
- Supervising, monitoring and managing volunteers and handling challenges as they arise.
- Administering a rewards and benefits system for volunteers.
- Encouraging and inspiring volunteers in their differing roles.

Stakeholders

- Liaising with internal and external stakeholders such as Venues, Security, Ticketing, Industry Guest Teams, and Publicity to ensure smooth delivery and provide other volunteer support services required to execute the Festival and its events.
- Liaising with Venue Coordinators on best practices for managing and scheduling volunteers in collaboration with the Operations and events Manager.
- Liaise effectively between SFF staff and volunteers to ensure staff needs are met, and volunteers understand their roles and responsibilities.

Events

- Oversee the organisation of the Volunteer Thank You Event after the Festival.
- Obtain supplier quotes, create purchase orders, and process and record invoices for payment.
- Attend daily production and event meetings during the Festival period, including any staff and team meetings as required.

Key Major Events (TBC) – Events, dates and times are subject to change.	
Dates (TBC)	Item
Thu, 1st May 2025	Venue Co-Ordinator Briefing & Accessibility Training
Tues, 6th May 2025	Program Launch
Fri, 16th May 2025	Volunteer Briefing
Wed, 4th June 2025	Opening Night Gala, Reception, After-Party
Wed, 4th to Sun 15th June 2025	SFFTV
Wed, 4th to Sun 15th June 2025	The Festival Hub
Sun 15th June 2025	Closing Night Gala, Awards & After-Party
TBC Date	Volunteer Thank You Event

Key Selection Criteria

Essential

- Demonstrated experience in Volunteer Management.
- Demonstrated experience in event production, venue management, administration and coordination.
- Experience using rostering software and databases to roster, communicate and report on volunteers.
- The ability to effectively manage time in a multiple-task environment with strict deadlines.
- Excellent customer service skills, a highly organised nature and good attention to detail.
- Experience working within a team, including stakeholders, suppliers, event agencies, staff and volunteers.
- Experience working in various venues and locations where activities are occurring simultaneously.
- Excellent oral and written communication skills.
- Excellent customer service skills.
- Basic working knowledge of operating lighting, video and audio for volunteer briefing and presentations.
- A good understanding of event budgeting and finance procedures.
- A good understanding of workplace health and safety procedures and requirements for events.
- Advanced experience using Microsoft Office, Excel and other database systems.
- A flexible attitude to working hours required for the dates and events of the Festival.

Desirable

- Experience in Stage Management and Talent Management.
- Demonstrated experience in cinema ushering, front-of-house or box-office management.
- Working with Children Check, First Aid Certificate.
- Previous experience working at the State Theatre or a cinema venue.
- Previous experience working in events in the arts or a cultural organisation.
- An interest in film and the film industry

Core Competencies

- *Team Focus:* Is committed and skilled at working with and assisting others to achieve positive outcomes.
- *Flexible:* Demonstrates a willingness to take on new challenges roles and responsibilities and adapt positively to changing working conditions and priorities.
- *Self-Starting:* Highly motivated to achieve, shows initiative and acts proactively to deliver excellent results without directive supervision.
- *Interpersonal:* Skilled at building rapport, understanding others needs and developing effective working relationships.
- *Resilience:* Able to persist and deliver when faced with challenges and bounces back quickly from setbacks.

Key Stakeholders

	Daily	Frequent	Periodic	Occasional
Internal	Operations & Events Ticketing Dept. Marketing Dept.	Industry & Guests Dept. Publicity Dept.	Venue Co-Ordinators Venue Supervisors Interns Philanthropy Dept. Partnerships Dept	Executive
External		Volunteers Venue Staff		Event Contractors Event Suppliers Ticketing Provider