**SWF 2018 – Volunteers Management Internship x2**

Please send a .pdf copy of your resume and cover letter to volunteers@swf.org.au ensuring that you address how your skills and experience relate to the role. Applications close midnight, Sunday 18 February 2018.

The 2018 Sydney Writers’ Festival Volunteers Management Intern will undertake a variety of practical activities directly contributing to the success of the Festival Volunteers program. Reporting to the Volunteers & Internships Manager and Volunteers & Internships Coordinator, the Volunteers Management Interns will help facilitate the smooth operation of the volunteer team. The Interns will assist with the behind the scenes administration, the in-person training and the leading of the team during Festival week, which requires a myriad of skills. The volunteer team will have 280 people and is responsible for staffing the writer’s green room, info booths, usher teams, bus teams, podcasting rooms and survey teams.

The Volunteers Management Interns would benefit from skills or interest in the following areas. Effective and confident communications skills, and the ability to negotiate the various situations that will arise between staff, volunteers, guests and patrons at the Festival. Previous experience with administrative duties, including basic MS Word and mid-level MS Excel skills. This role would suit students from many different disciplines, provided they have the unique combination of skills required – strengths in both leading teams, data management and writing and editing copy. Suggestions of faculties include Media & Communications, Event Management, Business (HR), Arts and/or Publishing.

The Volunteers Management Internships will commence the week of the 12th March and finish the week of the 21st May. This is a commitment of 11 weeks at a minimum of 10 hours per week, plus 20 hours across the week of the Festival, a total commitment of 150 hours. During the week of the Festival, the Interns will have the chance to put their learning into practice, as well as the opportunity to witness the results of their hard work.

Key learning opportunities of this internship include:

1. **High level data management**, including advanced data manipulation in both Microsoft Office and Microsoft Excel, collaborative documents and file naming practices
2. **Editing, proofing and publishing skills**, including editing marks, writing short reports, reading for content, reading for clarity and copyediting skills
3. **In-person training and leadership**, including planning agendas, pitching to specific audiences, curating key information and presenting to an audience
4. **Event management skills**, including event set-up and pack-down, communication practices, supporting a team and juggling multiple priorities
5. **Post event reporting**, including summarising, analysing and evaluating data, and handover practices
The Volunteers Management Intern will assist with:

- Creating daily program guides for the volunteer team (MS Excel)
- Manipulating ticket sales data to provide book-signing run sheets (MS Excel)
- Editing and writing training information documents (MS Office)
- Checking registration documents online and maintaining registers (Administration)
- Packing 400 welcome kits and gift bags, leading small teams of volunteers to achieve this (In person training and leading)
- Leading small teams of volunteers to achieve SMART outcomes (In person training and leading)
- Supporting set-up and facilitation of Volunteers Orientation Day and the Orientation Day Tour (In person training and leading, production skills)
- Ad hoc duties at the discretion of the Volunteers Team Managers
- Being present on site during Festival week to liaise between the Volunteers Team Managers and the volunteers themselves. (In person training and leading)
- Spear-heading the book signing schedule updates and the Festival wide program updates to the relevant supervisors (In person training and leading)
- Filing of documents, preparing and receiving feedback post-Festival (Administration)

Key dates for Sydney Writers’ Festival 2018

FEBRUARY
February 18  Volunteers Management Internship applications close

MARCH
March 12  Volunteers Management Internship begins
March 15  Program launch
March 17  Program launch in the Sydney Morning Herald

APRIL
Apr 30  Festival begins

MAY
May 1  Opening Night party
May 6  Festival finishes
May 8  School Days events finish
May 15  Volunteers wrap party