



TEN DAYS  
ON THE ISLAND

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## POSITION DESCRIPTION

<b>Title:</b>	Front of House Staff and Volunteers Coordinator
<b>Office Location:</b>	The TDOTI Head Office is based at the Mezzanine, Makers' Workshop. 2-4 Bass Highway, Burnie Tasmania 7320. However location for this role can be negotiated with the successful applicant.
<b>Immediate Supervisor:</b>	Logistics Manager
<b>Final Report:</b>	Head of Production
<b>Direct Reports:</b>	Festival FOH staff and volunteers
<b>Period of Contract:</b>	Fixed term, Full Time. 28 <sup>th</sup> January – 31 <sup>st</sup> March 2019

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## About Ten Days on the Island

Founded in 2000, Ten Days on the Island's purpose is to develop and deliver a state-wide cultural festival of national significance that:

- provides opportunities for Tasmanian artists and companies to present their works to a wider audience,
- provides opportunities for the Tasmanian community to be exposed to national and international artists and companies of the highest quality, and
- assists in providing the state of Tasmania with a legacy of expert professional arts infrastructure.

## KEY ROLE IDENTIFICATION

- Prepare, update, communicate, schedule, implement and maintain the Front of House staff needs and volunteers program for TDOTI within budget.
- Identify key contacts in all TDOTI event locations to facilitate the supervision of volunteers, ensuring comprehensive contact details are maintained
- Develop the required FOH staff and volunteer position descriptions and then recruit and contract all required FOH staff and volunteers to successfully deliver TDOTI.
- Coordinate the scheduling, distribution and return of FOH equipment and volunteer resources.
- Ensure all relevant TDOTI risk management and WHS procedures are implemented and maintained throughout the delivery of TDOTI volunteer program.
- Ensure all relevant legislation relating to volunteers for TDOTI is adhered to.
- Ensure all relevant paperwork relating to volunteers is completed throughout the delivery of TDOTI.
- Coordinate, implement and maintain FOH staff and volunteer rosters.
- Develop and track volunteer incentives.
- With the Logistics department, Administration Office and Ticketing Services team, coordinate the updating of TDOTI Front of House and Box Office Staff Handbooks.



Mezzanine, Makers' Workshop  
2-4 Bass Highway, Burnie Tasmania, 7320

South Hobart Living Arts Centre  
14 Weld Street, South Hobart Tasmania, 7004

- With the Logistics Manager and in consultation with the Administration Officer and Ticketing Services team, organise and schedule FOH staff and volunteer inductions, risk management briefings and at the conclusion of the Festival.
- Maintain paperwork and approvals of expenditure relating to volunteers to satisfy the organisations procedures and to prevent overspend.
- Manage and acquit the float for consumables and fuel with receipts for all purchases at all times observing the TDOTI Cash Handling Procedures.
- Ensure all data captured and documentation produced is done so using the required systems and software.
- Maintain organisational records in regards to events, venues and resources.
- Work collaboratively with all members of the team, including festival FOH staff and volunteers, to ensure open and clear communication channels are maintained for sharing information across all departments.

## **GENERAL**

- Participate in regular TDOTI staff and departmental meetings.
- Assist with the dissemination of thorough and accurate information.
- Update the Logistics Manager regularly, and be available for weekly meetings.
- Make time to learn Datafest and work to keep all information in Datafest up-to-date.
- Attend a general festival debrief post-festival and write a job specific post-festival report.
- Any other duties as reasonably requested by the Logistics Manager and/or Head of Production.

## **ROLE – SELECTION CRITERIA**

- Previous experience with front of house and volunteer coordination in a festival environment.
- An understanding of the regulatory environment of events in relation to permits, OH&S and risk management
- Demonstrated experience in supervising staff and staff coordination
- Well-developed administrative skills including a high level of attention to detail, accuracy and efficiency
- Excellent interpersonal skills including with written and verbal communication, liaison, negotiation and the ability to maintain productive relationships with a broad range of stakeholders
- Demonstrated ability to plan, organise and prioritise work within tight timeframes
- Working knowledge of and competence in using computers, with specific skills in Microsoft Office and database software
- Driver's License

**Occupational Health and Safety and Employment Equity:**

The Ten Days on the Island team is committed to high standards of performance in relation to Workplace Health and Safety and the provision of Equal Employment Opportunity. All employees are expected to participate in maintaining safe working conditions and practices, as well as promoting and upholding the principle of fair and equitable access to employment/promotion, personal development and training and the elimination of workplace harassment and discrimination.

**Work Conditions**

The office location for this position is open for negotiation with the successful applicant.

Normal office hours of work will be 9am to 5pm. There will be work outside of business hours, and in various locations throughout the state, for which no additional payment is made although there is a Time in Lieu policy in place. Hours of work will include weekend and on-call response during the lead up to and throughout the 2019 Festival and other Ten Days events.

**Annual and Sick leave**

Subject to the terms and conditions of the employment contract, the Employee will be entitled to holiday leave accrued proportionally at the rate of four weeks annual leave for every 52 weeks worked. No leave loading will be paid.