

Job Title: Volunteer Coordinator
Reporting To: Executive Director
Responsible For: Recruitment of Volunteers & Co-ordination of Volunteers and Front of House staff

ABOUT DUBLIN FRINGE

Dublin Fringe Festival is home to brave ideas, bold performing arts and adventurous audiences. Each year we present a curated, multi-disciplinary festival focusing on new and innovative approaches to the arts. Dublin Fringe Festival is a year-round organisation; we support the development and presentation of new work by Irish and International artists of vision, nurturing artistic ambition and excellence across a range of art forms. An active curator, Dublin Fringe Festival provides an environment in which participating artists challenge, subvert and invigorate their disciplines and practice. Dublin Fringe Festival provides a context for work and demands audience engagement and dialogue. The scale and environment of the festival broadens arts participation, playing a vital role in the fabric of Dublin's culture.

WHAT THE ROLE ENTAILS:

The Volunteer Coordinator is a key member of the Dublin Fringe Festival team. The key responsibilities of the role include:

- To recruit and manage volunteers and front of house staff for Dublin Fringe Festival's activities.
- To ensure sufficient volunteer and front of house cover across all areas of Dublin Fringe Festival.
- To ensure the volunteering experience is a rewarding one, where volunteers are recognised for their contribution.
- To ensure the volunteers and front of house staff are aware of the commitment they are making to the Festival and their responsibility for audiences' experiences across all areas of Dublin Fringe Festival.

More specifically, the Volunteer Coordinator will

- Create and maintain a volunteer contact sheet.
- Compile a list of the volunteer and front of house needs across the Festival's activities.
- Create and manage a shift schedule.
- Identify and arrange appropriate training sessions focusing on Health and Safety and customer service.
- Create and deliver orientation packs, including an audience experience handbook, detailing all health and safety measures for every venue and circumstance, along with guidance on event accessibility, environmental considerations and audience experience equity.
- Maintain and empower others to communicate the ethos of the festival.
- Always keep volunteers informed of schedules, changes, and pertinent information.
- In relation to volunteer and front of house requirements, act as a contact point to volunteers, front of house staff, Dublin Fringe Festival core team, venues and artists/producers, ensuring uninterrupted communication flows between all parties.
- Ensure that volunteers and front of house staff working with children or animals are properly vetted and fulfil all legal requirements.

- Work with Head of Marketing to distribute and inform audiences of policies and health and safety measures.
- Liaise with the Box Office Manager and Head of Marketing to ensure ticketing procedures and positive audience experience.
- Process all paperwork for front of house staff and, as appropriate, support the bookkeeper and Executive Director with information in relation to their payroll.

These duties will be supported as necessary and possible by the Dublin Fringe Festival core team.

Upon completion of the role:

- Complete an evaluation on the role at the end of the festival.
- Present to the Executive Director accurate records of the hours/shifts each volunteer has completed.

PERSON SPECIFICATION

Essential

- Experience of working with volunteers/co-ordination of volunteers or other large teams.
- Excellent organisational skills and proven ability to multi-task and work to tight deadlines.
- Excellent communication, interpersonal and motivational skills.
- Ability to handle a busy workload for a prolonged time.
- Strong IT skills with knowledge of Microsoft Office including Word, Excel and Outlook.
- Willingness to work flexible hours.

Desirable

- Experience of working with front of house operations.
- Experience managing / supervising a team.

TERMS AND CONDITIONS OF EMPLOYMENT

- The position is a fixed contract from Monday 22nd July until Sunday 29th September 2024.
- Holiday entitlement is not available for the duration of this contract.
- A fixed fee of €6,500 is offered for this position.
- Appropriate out-of-pocket expenses (including telephone, mobile phone, postage, delivery services, local transportation/taxis, etc.) incurred on behalf of the Fringe Festival are considered exclusive of professional fees and will be reimbursed.
- This is a full-time position of 40 hours per week with the normal working day being 10am to 6pm, however it is understood that at times you may be expected to work such hours as are necessary to support the workload in question.

HOW TO APPLY

To apply for this position please send a CV detailing your experience and a cover letter to recruit@fringefest.com and addressed to Elissavet Chatzinota, Executive Director. Your application will be treated with the strictest of confidence.

- **Application closing date:** Friday 10th May 2024 at 5.30pm.
- **Interviews** will be held during **the week of May 20th**.
- **Intended start date:** Monday 22nd July 2024.
Only candidates shortlisted for interview will be contacted.

Dublin Fringe Festival is an equal opportunity employer and welcomes applications from all sections of the community. Dublin Fringe Festival is committed to a diverse workplace, and to supporting our staff with ongoing career development opportunities. We particularly encourage applications from members of groups who are underrepresented in the cultural sector. Dublin Fringe Festival is core funded by the Arts Council / An Chomhairle Ealaíon and Dublin City Council.