

VOLUNTEERS ASSISTANT

About Us

Queensland's premier arts festival, Brisbane Festival heralds the promise of play and celebration as it lights up the city each September in a blaze of colour.

We create extraordinary art and take up residence throughout the river city, atop iconic landmarks and deep into the suburbs. We host captivating live performances and installations from home and across the world. Our Festival reflects the diverse communities that give Brisbane its unique voice. We invite audiences to Be Bold with us, to expect art unexpected with open hearts and minds; to be entertained, inspired, and amazed.

Brisbane Festival acknowledges this country's First Nations people and with their leadership and guidance, we celebrate that deep cultural legacy. We create a rich multi-arts program made by and with our local Aboriginal and Torres Strait Islander communities.

Our artists, people and partners are ambitious and agile dreamers who make the impossible possible through passion, hard work, and care.

Position Summary

The Volunteer Assistant works closely with the Volunteer and Capacity Building Coordinator to ensure the successful delivery of two very important programs within the Brisbane Festival program - Volunteers program and Capacity Building program.

The Festival collaborates with Volunteers across many areas, including front of house, marketing, hospitality and administration assistance. This role will interact with all departments within the organisation to ensure the needs of volunteers, capacity building candidates and staff are met.

Our Capacity Building program is supported by the Queensland Government through Arts Queensland, that provides paid opportunities for emerging arts workers to develop their skills alongside leading artists and arts workers. This role would support the Volunteer and Capacity Building Coordinator as the key contact for each of these roles, ensuring they are connected internally with their relevant teams across projects delegated by the Program Director, as well as completing Arts Queensland reporting once the program is complete.

This is a project-based role and successful delivery is based on outcomes. This role is not restricted to standard working hours.

Reporting

Reports to: Volunteer and Capacity Building Coordinator

Positions reporting to the role: Event Staff, Volunteers

Communication

In respect to internal and external relations, the Volunteers Assistant will:

- Report to the Volunteer and Capacity Building Coordinator,
- Liaise with the Programming team and appropriate other staff members to carry out the role,
- Liaise with relevant external stakeholders as required,
- Provide the Volunteer and Capacity Building Coordinator with a weekly report of developments and activities. This may take place in writing or in the form of a meeting.

Roles and Responsibilities

- Collating information from Festival departments regarding volunteer requirements;
- Developing and amending rosters and role descriptions in response to information from staff and volunteers;
- Responding to enquiries from the general public regarding the volunteer program;
- Ensuring volunteers are aware of and following work health and safety policies and procedures;
- Assisting in the delivery of volunteers training including preparing inductions packs;
- Maintaining high levels of communication and engaging effectively with volunteers;
- Assisting the Ticketing Manager with the complimentary ticket process for volunteers;
- Assisting staff with supervising and managing volunteers, in the office and on-site;
- Supporting the Volunteer and Capacity Building Coordinator across the Capacity Building program, including check-ins with applicants and awareness regarding reporting required;
- All other tasks as reasonably requested.

Systems

In respect to systems use, the Volunteers Assistant will:

- Utilise the organization-wide systems in accordance with policies and procedures provided.

WHS

In respect to Workplace Health and Safety, the Volunteers Assistant will:

- Take an active role in effectively implementing Brisbane Festival's WHS policy.

Relevant Experience

Essential

1. The ability to quickly process rapidly changing information and reprioritise tasks in a high-pressure environment.
2. Demonstrated data management skills using a database or spreadsheet software.
3. The ability to engage with, coordinate and motivate 300+ volunteers. Previous experience with volunteer programs (or similar) would be highly regarded.
4. High level of confidence when communicating with and directing large groups of people.
5. The ability to take direction, and a commitment to and passion for getting the job done.
6. A positive, empathetic and flexible approach to problem solving.

Desirable

1. An interest in the arts and creative industries.
2. Experience in an event or festival environment.
3. Experience in a Front of House role will be highly regarded

How To Apply

Please apply via our [online application form](#) only. Address your application to: Laura McCabe. For enquiries contact: Laura McCabe - laura@brisbanefestival.com.au.

Please provide your CV including at least two referees, as well as a statement indicating how you meet the selection criteria listed. A cover letter is optional. Short-listed applicants should be available for interview after the application closing date. All applications are strictly confidential.

APPLICATIONS CLOSE: 5:00pm on Monday 21 July 2025

Research shows that while men apply to jobs when they meet an average of 60% of the criteria, women and other marginalised folks tend to only apply when they check every box. So, if you think you have what it takes, but don't necessarily meet every single point above, please still get in touch. We would love to have a chat and see if you could be a great fit.

Brisbane Festival is an equal opportunity employer committed to diversity in the workplace. Our vision is to have a team which reflects the breadth and diversity of Brisbane's population. Aboriginal and Torres Strait Islander People, LGBTQIA+, culturally and linguistically diverse applicants and people with a disability are encouraged to apply.

Privacy

The following is extracted from our Privacy Policy. If you wish to view the entire policy, please request a copy via the email address above.

3.3. Information for job applicants (including volunteers)

3.3.1. Collection of your personal information

If you are applying for a job with us, you may be required to provide us with certain personal information, including your:

Name; Residential address; Postal address; Telephone numbers; Email address; Employment history; Educational background.

in person, over the telephone, by fax or email, as part of, or in relation to, your job application.

In considering your information, we may also collect information about you from the referees you nominate in your application.

3.3.2. Use of your personal information

We will only use your personal information for the purposes of considering your application and, if successful, your employment.

3.3.3. Disclosure of personal information

In considering your application, it may be necessary for us to disclose some of your personal information to third parties to verify the accuracy of that information. We will disclose only such information as is necessary in the circumstances.