

**Job Title:** Volunteer Co-ordinator  
**Reports to:** Operations Manager  
**Location:** Bradford  
**Start Date:** 1<sup>st</sup> June or ASAP  
**End Date:** 14<sup>th</sup> July

**Working Hours:** **May and June:** 9am – 5:30pm, Monday – Friday, with the potential for some evening and weekend work.  
**Festival dates (29<sup>th</sup> June – 8<sup>th</sup> July):** start time and end time will be variable and dependent on the requirements of the festival. This will include working evenings and weekends.  
**Post festival July:** 9am – 5:30pm, Monday – Friday.

**Remuneration:** £3,006.00 Fee dependent on start date. This role is offered on a freelance basis.

**Background:** Bradford Literature Festival is an annual, ten day festival, held between June and July each year in the heart of Bradford. The festival was launched in 2014 with the aim of creating a national destination festival that would excite and encourage both children and parents to engage with books and reading.

In 2017 BLF held over 300 events and saw audiences upwards of 50,000 across the ten-day period. The 2018 festival is set to grow again, with up to 400 events and an estimated audience of 60,000.

Bradford Literature Festival is looking for an experienced Volunteer Co-ordinator to aid with:

- Recruitment of volunteers.
- Scheduling and managing volunteer shifts.
- Communicating with and managing a volunteer team (approx. 200 people) in the lead up to and during the festival.

## Job Description

Under the direction of the Operations Manager, the Volunteer Coordinator will:

- Recruit for volunteer roles, which will include:
  - Contacting universities, social interest groups, charities, volunteer organisations and other festival/arts organisations to advertise volunteer positions.
  - Arranging visits to universities, social interest groups, and charities to deliver talks on the Bradford Literature Festival Volunteer Programme.

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**Bradford Literature Festival is produced by Culture Squared, a community interest company.**

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- Taking part in job fairs, volunteering fairs, and other activities to advertise volunteer opportunities
- Act as first point of contact for all volunteers and volunteer related queries.
- Create training documents, equal opportunities forms, and emergency contact forms.
- Manage the volunteer team, ensuring all volunteers are engaged with the programme. This includes training, scheduling, and deployment of the volunteers.
- Create comprehensive volunteer schedules, and make sure the relevant information is passed onto the Venue Managers.
- Ensure all volunteers are briefed as to their specific roles in the festival.
- Take part in the volunteer induction on the 7<sup>th</sup> June.
- In the lead up to and during the festival, assist the Bradford Literature Festival team with the logistical delivery of events.
- Update and distribute accurate, current information to volunteers, including but not limited to: changes to the programme of activities and event information.
- Monitor volunteer activities throughout the festival, track the hours of the volunteers, and chase up absentee volunteers.
- Respond to audience issues and/or complaints
- Communicate changes in volunteers' schedules to Venue Managers.
- Provide the following post-festival:
  - A full list of contacts and organisations contacted during the volunteer recruitment process.
  - Feedback on individual volunteers.
  - A comprehensive but anonymous breakdown of volunteer diversity.
  - Recommendations for improvements to the volunteer scheme
  - Feed into the general post-festival evaluation.

## **Personal Specifications**

### *Essential*

- Experience of co-ordinating volunteers.
- Experience of working in an event/festival environment.
- Excellent customer service.
- An articulate communicator and influencer with experience of managing a large team of people.
- Practical knowledge of Microsoft Office including a comprehensive knowledge of Excel.
- Experience of effectively managing and prioritising multiple strands of work simultaneously.
- Able to respond quickly and efficiently to requests.
- Willing to help the team with other ad hoc tasks during busy periods.
- Comfortable working in a high pressure environment.
- The successful individual must be a team player.



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- Adaptive problem solver with the ability to work under own initiative and make decisions.
  - Attention to detail. Demonstrate sensitivity and ability to conduct yourself in a professional manner in all situations.

## HOW TO APPLY

Please send us a 2-page CV along with a covering letter responding to the job description, explaining:

- Why this opportunity interests you (up to 300 words)
- Your relevant experience
- What skills and qualities you can bring to Bradford Literature Festival
- Your educational qualifications
- Your notice period for your current work
- Your full contact details (including any relevant web links)
- When we can best contact you
- Names and contacts of 2 referees that will be available to be contacted (at least one must be a recent employer)

If we feel that there is a potential match with our aspirations and requirements and what you can bring to the post, then we will contact you to arrange an interview.

Please note that given anticipated demand, we can ONLY respond to those we invite for interview.

If you have any questions, or require further information prior to submitting your application, please contact [jobs@bradfordliteraturefestival.co.uk](mailto:jobs@bradfordliteraturefestival.co.uk). **Applications should be sent to the same email address.**

For more information on the festival and our programme please visit:  
<http://www.bradfordliteraturefestival.co.uk>

Please visit our social media:  
<https://www.facebook.com/bradfordlitfest/>

<https://twitter.com/BradfordLitFest>

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