

<b>Job Title</b>	Volunteer Co-ordinator
<b>Description</b>	The Volunteer Coordinator is responsible for the recruitment, management and monitoring of up to 200 volunteers across over 250 events.
<b>Reports to</b>	Operations Manager
<b>Location</b>	Bradford
<b>Salary</b>	£3,600 - £4,800 dependent upon experience
<b>Contract</b>	Freelance: ASAP – Friday 12 <sup>th</sup> July 2019
<b>Working Hours</b>	9am – 5pm May – 3 days per week June/ July - full time  Friday 28 <sup>th</sup> June – Sunday 7 <sup>th</sup> July: Ten days continuous working and long hours during the festival period.

## **Background**

Bradford Literature Festival (BLF), an international festival formed in 2014, has grown from an audience of 968 attendees to over 70,000 in just five years. The festival has been hailed as one of the most inspirational in the UK owing to the breadth of its programming and diversity of its speakers and audiences. In 2018 BLF attracted a 52 per cent BAME audience, with 42 per cent of all speakers also coming from BAME backgrounds.

Over 500 speakers in more than 400 sessions feature in what will be the fifth edition of the festival, celebrating the written and spoken word in all forms and showcasing the intimate relationship between words and other art forms such as theatre, music and film.

Festival appearances will include writers **Chris Riddell, Jeanette Winterson, Bernadine Evaristo, A.A. Dhand** and **A.C. Grayling**, poets **Lemn Sissay, George the Poet, Simon Armitage, Imtiaz Dharker** and **Michael Rosen**, musicians **Luke Goss, Lady Leshurr, Lowkey** and **Saul Williams**, scientist **Mark Miodownik**, politicians **Shashi Tharoor** and **Sayeeda Warsi**, broadcaster **June Sarpong**, comedian **Sofie Hagen**, Islamic scholar **Habib Ali al-Jifri**, and many more.

## **Job Description**

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

- Advertise volunteer roles, including but not limited to:
  - Contacting universities, social interest groups, charities, volunteer organisations and other festival/arts organisations to advertise volunteer positions
  - Arranging visits to universities etc. to deliver talks on the Volunteer Programme
  - Taking part in job fairs, fresher fairs, and other activities to advertise volunteer opportunities

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- Act as first point of contact for all volunteers and volunteer related queries
- Assist in the creation of volunteer training documents
- Take part in volunteer training and briefing sessions (these may be outside of normal working hours)
- Create comprehensive volunteer rota
- Ensure all volunteers are briefed as to their specific roles
- Manage the volunteer team, ensuring all volunteers are engaged with the programme, this includes training, scheduling, and deployment of volunteers
- Monitor volunteer activities throughout the festival, track the hours of the volunteers, and chase up absentee volunteers
- Manage volunteer communications over the course of the festival
- Respond to volunteer related audience issues and/or complaints
- Act as a responsible, approachable and friendly face, ensuring that festival volunteers have sufficient support and can thrive as an effective and positive team
- Create a basic reference document for each volunteer post festival
- Feed into festival evaluation by providing:
  - Volunteer demographic data e.g. age, gender, ethnicity
  - Volunteer feedback
  - Professional feedback on individual volunteers

### **Personal Specifications**

Please note that working for a festival as large and varied as BLF requires someone who is passionate and excited about what we do. The festival involves working hard within a busy and often pressured environment but will also be an extremely rewarding experience for the right person.

#### *Essential*

- Experience of co-ordinating volunteers.
- Experience of creating and managing staff rotas.
- Experience of working within an events/ festival environment.
- Confident and effective presentation abilities.
- Experience of effectively managing and prioritising multiple strands of work simultaneously.
- Ability to work well under pressure, manage tight turnarounds and be an adaptable problem solver.
- Proven organisational skills and ability to work under own direction.
- An articulate communicator with excellent team working skills.
- Understanding and experience of the importance of accurate data collection.
- Ability and willingness to work flexibly when required
- Excellent computer skills with experience of using Microsoft office.

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## HOW TO APPLY

Please send 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 (including if you have worked for the Festival in previous years)
- What skills and qualities you can bring to Bradford Literature Festival.
- Your educational qualifications.
- Your full contact details (including any relevant web links).
- When we can best contact you.
- Names and contact details of 2 referees that will be available to be contacted (at least one must be a recent employer).
- Dates that you are available between 28<sup>th</sup> June & 7<sup>th</sup> July

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 with 'Volunteer Co-ordinator' in the subject heading.

For more information on the festival please visit:

<http://www.bradfordlitfest.co.uk/>

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