



**Queenscliff Music Festival Inc.**

**Position Description**

Title	Event Assistant
Location	29 King St Queenscliff Victoria
Reports To	Festival Director
Direct Reports	Nil
Employment Period	12 month employment contract Permanent part-time Average of 4 days per week (.8 FTE) over duration of contract. Hours to be loaded to peak times (Aug-Dec)
Remuneration	Live Performance Award Rates or above, negotiable based on experience.
Document Date	January 2018

**Position Purpose**

The Event Assistant works alongside the QMF team to manage all elements of the Volunteer & Youth Programs for the Queenscliff Music Festival.

The Event Assistant provides expertise in the development and implementation of all Volunteer requirements associated with the Festival including liaising with and providing agreed support to Team Leaders, including assistance with rosters, inductions and required accreditation.

The Event Assistant oversees and implements the Festivals FReeZA Youth program (AKA FOOT-in-the-DOOR), delivering 5 events annually, working alongside young people as part of the youth committee.

The Event Assistant coordinates all administration requirements for the Festival's Artistic Program including artist contracts, advances, registration & accreditation.

**Organisational Context**

The Queenscliff Music Festival is a not-for-profit community based organisation. QMF Inc. annually presents the Queenscliff Music Festival on the last weekend in November, as well as producing smaller events throughout the year.

QMF showcases contemporary live music performances over 3 days in Queenscliff, with 80+ artists, and 12+ venues each year. The next QMF will be held from 22-24 November 2019 and will be the 23<sup>rd</sup> festival.

**Key Relationships**

Internal: Festival Director, Festival Board, Operations & Production Manager, Administration Staff, Finance Manager, Production Staff, Site Staff, Volunteer Team Leaders, Festival Volunteers, Youth Committee.



External: Artists and Agents/Management, Borough of Queenscliffe Council Staff, Technical Contractors and Service Providers, Local Community Organisations & Businesses.

## **Responsibilities**

### **Volunteers**

- Recruitment and on-boarding of Festival Volunteers
- Recruit and work with QMF Team Leaders to coordinate volunteer requirements and rosters.
- Assistance in rostering of all volunteer teams
- Communication with all volunteers regarding shifts, requirements, check-in procedures, induction program, OH&S.
- Promoting and recruiting of new Volunteers, as well as maintaining relationships with our key, returning volunteers.
- Develop and maintain position descriptions for all volunteer roles, including Team Leader roles.
- Develop and maintain QMF Volunteer Management documentation.
- Participate as a member of the Festival's HR Committee with respect to effective management of our volunteer crew.

### **Artist Administration & Coordination**

- Work with Festival Director to develop artist documentation including, contracts, advance documents, registration forms, accreditation lists.
- Work with the Operations & Production Manager to distribute all production advance information including stage specs, as well as collating all artists production requirements and requests.
- Be the key point of contact for all Festival artists prior to, and post event.
- Keep clear records of all artist information and documentation.
- Work with QMF publicity, merchandising and other contractors to provide artist contact information, and assist with communication to artists
- Coordinate artist accommodations including accomm bookings, and allocations, working with artists to understand individual artist requirements/requests.
- Coordinate any artist transport requirements including flight/ground transport bookings, working with artists to understand individual artist requirements/requests.
- Collate required documentation from artists including invoices, Public Liability Insurance Certificates, APRA performance statements.
- Provide administrative support to the Festival's Emerging Artist Grant.

### **Youth Program**

- Implement and evaluate QMF's FReeZA FOOT-in-the-DOOR program as per our grant funding agreement.



- Develop, implement and identify opportunities and pathways for young people across the municipality into the music, creative arts and event management industries.
- Develop and implement Event documentation for individual FReeZA events.
- Maintain allocated program budget, and assist in the preparation of reports for QMF Board, and funding submissions as required.
- Coordinate & implement all aspects of delivering FReeZA youth events, including the FReeZA program and venue that runs over the Festival weekend.
- Manage the QMF FOOT-in-the-DOOR Youth committee, including recruitment, communication, rostering, event delivery, debriefs.
- Complete all FReeZA reporting requirements
- Work with external contractors to deliver FReeZA events including production, security, first aid, venues etc.

#### Customer Service

- Festival weekend Front of House Customer Service area management, overseeing Ticketing, Wristbanding, Information & Volunteers.
- Provide customer service for any ticketing related enquiries, including phone & internet sales.

#### Communication & Administration

- Work collaboratively with all members of the QMF team, ensure effective communication and all attend all staff and relevant meetings.
- Develop and maintain effective relationships with all volunteers, artists, organisations, suppliers, contractors, staff, and other key stakeholders.
- Provide professional and relevant advice to the QMF team when required.
- Maintain up-to-date records of all relevant QMF documents in shared Dropbox folder.

#### General

- Manage volunteer & artist admin requirements for other key QMF events, launches, function etc. outside the key Festival period, including the new Low Light Festival.
- Other reasonable duties as directed by the Festival Director.

#### **Capability Profile**

##### **Leadership**

Demonstrate a commitment to organisational priorities and values, take personal responsibility, delegate appropriately, adhere to organisational policies and procedures and uphold confidential information.

##### **People management & team work**



Approach all staff, volunteers and contractors with respect and consideration, collaborate effectively, and encourage continuous learning.

**Problem solving & decision making**

Embrace flexibility and lateral thinking, facilitate solutions and make decisions based on an understanding of the relevant issues, accurate information and logical assumptions.

**Influencing**

Seek to secure support and commitment from colleagues through the clear articulation of ideas and opinions and open dialogue, supported where possible by factual information.

**Communication**

Actively contribute to a positive and effective work environment through open and inclusive planning, continuous information sharing and transparent work processes.

**Customer service**

Be accessible to colleagues and stakeholders, work to understand their needs, negotiate outcomes that are acceptable to both parties and deliver as agreed.

**Essential Selection Criteria**

- Well-developed oral and written communication skills.
- Intermediate to advanced knowledge of the Microsoft Office suite.
- Excellent time management including proven ability to set, and meet, deadlines.
- Ability to lead, motivate and train team members, particularly volunteers
- Experience in staff/volunteer supervision, and the capacity to contribute to building a team focused on high quality customer service.
- Ability to communicate and engage effectively, respectfully and confidently, particularly with Volunteers and young people.
- Experience working in events and festivals (particularly involving young people).
- Practical working knowledge and understanding of Youth Work principles and practice.
- Experience successfully engaging and communicating with a diverse range of young people of all abilities in a variety of program settings.
- A current Victorian driver's license is essential, together with a requirement that a Working With Children Check will be completed. The successful applicant will also be required to obtain a First Aid Certificate (Level 1 or above), if not already obtained, as part of their probation period.



### **Terms**

- This position is a 12 month employment contract commencing April 1<sup>st</sup> 2019 – March 31<sup>st</sup> 2020.
- Work will be primarily based at the Queenscliff Music Festival office.
- Availability for full pre, post and Festival weekend period will be required. This includes some weekends and flexible working hours when necessary.

### **Application**

- Your application should respond specifically to the Position Description and Selection Criteria and include your most recent CV with contact details of 3 referees.
- Deadline for applications is 5pm Friday 15<sup>th</sup> February.
- Email applications to [andrew@gmf.net.au](mailto:andrew@gmf.net.au) with QMF Event Assistant Application as the subject.

**For enquiries please contact Andrew Orvis, Festival Director on 03 5258 4816**