

Photoworks Festival Volunteer Coordinator

We're looking for a Volunteer Coordinator who is in easy reach of Brighton & Hove to support the delivery of Photoworks Festival, helping to organise and coordinate our team of volunteers across exhibitions and events.

We're looking for someone available for up to 24 **days in the lead up to and during the Festival** to support volunteer communications, scheduling, and coordination, ensuring our volunteers feel welcomed, informed and supported.

This is a great opportunity to gain experience in arts event coordination and be part of bringing a leading photography festival to life.

Please send your CV and a one page cover letter detailing how you meet the person specification to jobs@photoworks.org.uk. Please put Photoworks Festival Volunteer Coordinator and your name in the subject line.

Application Deadline: Tuesday 11 August (midnight)

Interview date: Monday 17 August

Fee: Maximum 24 days @ £102/day, up to £2,448

Start date: 1 day w/c 24 August, then varied hours throughout September and October including some weekends and the festival launch 2-4 October.

End date: Week commencing 2 November

Reporting to: Debbie Cooper

Works closely with: Curators, Director, site and venue staff, volunteers

Person Specification

Essential skills and experience

- Experience of coordinating people, participants, teams or events in an arts, cultural, community or public-facing environment
- Excellent organisational skills, with the ability to manage schedules, deadlines and multiple priorities
- Experience managing rotas, shift schedules or event staffing requirements
- Strong communication and interpersonal skills, with the ability to build positive relationships with a wide range of people
- Experience of providing information, guidance or support to others through briefings, inductions or events
- Ability to work independently, use initiative and solve problems in a fast-paced environment
- Strong attention to detail and confidence managing administrative tasks and records
- Commitment to creating an inclusive and welcoming experience for volunteers, staff and visitors

Desirable skills and experience

- Experience coordinating volunteers, event teams or front-of-house staff
- Experience working in a festival, gallery, museum or cultural setting
- Experience supporting administrative processes such as invoices, payments or participant records
- Knowledge of Health & Safety procedures, risk assessments or safeguarding
- An interest in contemporary photography and the visual arts

Personal qualities

- Approachable, supportive and enthusiastic, with a commitment to working collaboratively
- Calm and adaptable, with the ability to respond positively to changing circumstances
- Proactive and reliable, with a practical approach to problem-solving
- Confident working with a diverse range of people and creating a positive team environment

Job Description

Volunteer recruitment & onboarding

- Manage the volunteer recruitment process by responding to enquiries

- Maintain a record of volunteer applications, availability, skills and preferences
- Ensure volunteers complete all required application paperwork and information by agreed deadlines
- Organise volunteer interviews, inductions and training sessions where required
- Ensure volunteers are aware of relevant policies, including Health & Safety, safeguarding, accessibility and inclusion procedures
- Identify and respond to any volunteer access requirements or additional support needs

Volunteer briefing & preparation

- Brief volunteers to ensure they feel confident and prepared to carry out their roles
- Prepare and update the Volunteer Handbook, including venue information, emergency procedures and key contacts
- Liaise with the Curators and Festival team to gather relevant information required by volunteers at each venue
- Prepare venue-specific information, including opening/closing procedures, artwork guidance and visitor engagement information
- Ensure volunteers understand safeguarding procedures and escalation routes where relevant

Festival delivery & rota management

- Act as the first point of contact for volunteers throughout the Festival period, responding to queries and resolving issues
- Create and manage volunteer rotas across exhibitions and events, allocating shifts and resources throughout the festival (2 October–1 November)
- Ensure Festival venues are adequately staffed and able to open safely to the public
- Coordinate last-minute rota changes and contingency cover where required, including yourself if needed
- Ensure volunteers have access to the information, equipment and resources needed to carry out their roles
- Monitor venue presentation, ensuring public spaces are tidy, welcoming and accessible
- Support the monitoring of artwork and equipment security, logging and reporting any issues or incidents
- Report maintenance issues, venue concerns or Health & Safety incidents to the relevant Photoworks team member

Volunteer support & communications

- Keep volunteers informed through regular communications, updates and reminders
- Coordinate volunteer meetings, briefings and social opportunities where appropriate
- Ensure volunteers have access to facilities, refreshments and relevant support during shifts
- Support volunteer wellbeing and respond appropriately to any concerns or challenges

Stipends & administration

- Manage the volunteer stipend process, including communicating payment arrangements and deadlines to volunteers
- Ensure volunteers understand the invoice process and provide guidance on submitting the invoice document we ask them to complete
- Maintain a record of submitted invoices and payment status
- Liaise with the Programme Producer and Finance team to resolve any payment queries

Evaluation & reporting

- Prepare evaluation materials, including visitor surveys, tally sheets and feedback forms
- Ensure volunteers are supported to administer evaluation surveys etc at each venue
- Gather and collate visitor numbers, evaluation forms and volunteer feedback from Festival sites
- Provide a summary of volunteer activity, including numbers involved, hours contributed and key learning

Post-Festival wrap-up

- Support post-Festival communications with volunteers, including thanks and acknowledgements
- Gather feedback from volunteers to inform future improvements
- Support some deinstallation of exhibitions as relevant
- Ensure all volunteer documentation, records and invoices are complete and securely stored