

VOLUNTEER ROLE DESCRIPTION

Job Title:	Artist Services Assistant
Department:	Program – Artist Services
Position Description:	Support the Program Manager and Artist Services Manager to register artists, distribute lanyards and artist packs, and process complimentary tickets requests. Provide information and enquiry services, brief artists on festival layout, and communicate any additional information as required. Assist the Program Manager and Artist Services Manager with any tasks and administrative duties during the festival as required.
Experience Required:	Strong organisational and people skills. Knowledge of Brisbane, particularly the South Brisbane and West End areas. Arts administration, tourism or hospitality experience desirable. Prior knowledge or experience of the Brisbane Writers Festival. Proficient experience with the Microsoft Office Suite. Excellent written and verbal communication. Ability to respond to enquiries and issues that arise in a calm and efficient manner. Ability to show a sense of initiative and self-management whilst working within a team environment. All candidates will be expected to have a good level of English and develop a strong understanding of the BWF program, the artists, and the festival venues.
Responsible to:	Artist Services Manager
Daily Hours/Shifts:	Volunteers will be required for half-day shifts, commencing morning or afternoon, with some evening work required. Variations of this shift pattern will be negotiated on a case-by-case basis.
Required pre-festival:	Yes: a small team required on Monday 2 Sept to help set up
Required post-festival:	No

