



## BIENNALE OF SYDNEY

The Biennale of Sydney acknowledges the Traditional Owners of Country, in particular the Gadigal people on whose land the Biennale of Sydney is located. We recognise their continuing connection to land, waters and culture and pay our respect to Elders, past, present and emerging.

The Biennale of Sydney is one of the leading international contemporary art events. It plays an indispensable role in Australia's engagement with the world, and a meaningful role in the life of the nation. The Biennale presents the most dynamic contemporary art from around the globe in venues across Sydney with exhibitions that ignite and surprise people, sparking dialogue, cultivating connections and inspiring action through meaningful, shared arts experiences. The Biennale of Sydney amplifies the voices of artists and tell the stories of our global communities, as they drive momentum for lasting cultural change.

Established in 1973, it is the third oldest biennial in the world after Venice and São Paulo and the largest exhibition of its kind in Australia. The Biennale of Sydney has commissioned and presented exceptional works of art by more than 1,900 national and international artists from more than 100 countries.

## WORKING FOR THE BIENNALE OF SYDNEY

The Biennale of Sydney fosters an agile, collaborative and respectful workplace culture, with a team as diverse as the exhibitions we present and the audiences who experience them. We actively encourage Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, LGBTQIA+ people, people with disability and those who have diverse experiences of our world to join the Biennale of Sydney team.

We are committed to making reasonable adjustments to provide a positive, barrier-free recruitment process and supportive workplace. If you are applying for a position and have support or access requirements, let us know in your application or by contacting the nominated person in the advertisement.

The Biennale of Sydney believes that art should be accessible to all. Thanks to our generous supporters, our exhibitions are presented with free admission for all to enjoy. For our employees, we provide professional development opportunities to enrich and develop your love of the arts while valuing the specific skills and experiences you bring to the Biennale of Sydney. As a not-for-profit organisation, we also offer salary packaging options.

## APPLYING FOR THE ROLE

Applications marked 'Confidential' in the subject line of the email and addressing the selection criteria must be received by 5pm on Friday 19<sup>th</sup> December.

Your application must include:

- a cover letter outlining how you meet the selection criteria;
- a current CV; and
- the names and daytime contacts of at least two (2) professional referees.

Email to: [employment@biennaleofsydney.com.au](mailto:employment@biennaleofsydney.com.au)  
Subject line: Application | Volunteer Coordinator



*Applications that do not address the selection criteria will not be considered.*

## **ROLE STATEMENT**

**Position Title:** Volunteer Coordinator

**Department:** Communications

**Reporting to:** Visitor Services Manager

**Direct Reports:** Volunteer Team Leaders

**Contract term:** Full time fixed term contract position until 19 June 2026

**Salary:** \$75,000 p.a. + Super

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## **POSITION DESCRIPTION**

The successful candidate will be part of a highly motivated team of specialist staff; delivering one of the world's leading contemporary visual arts events.

We are looking for a dynamic and enthusiastic Volunteer Coordinator who will assist the Visitor Services Manager with the management of the volunteer program at the White Bay Power Station venue, plus various other program locations across Sydney for the Biennale of Sydney 2026.

As the Volunteer Coordinator, you will be responsible for assisting in the recruitment, rostering, training and administration of 300+ exhibition volunteers. As a key member of a small team, the Volunteer Coordinator has a close working relationship with all positions in the organisation as well as a good understanding of the event and venue.

Please note that due to the nature of the exhibition some after hours and weekend work will be required.

The position reports to the Visitor Services Manager and sits within the Communications team.

See over for Duties and Responsibilities.

## SELECTION CRITERIA

Based on an application addressing the Essential Criteria, Curriculum Vitae and, for selected candidates, an interview and references, the Biennale of Sydney needs to be satisfied that the applicant meets the following criteria:

<b>Essential Criteria</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills and comfort with public speaking in front of large groups</li> <li>• Experience (including volunteering) working in a festival environment</li> <li>• Ability to communicate knowledge of contemporary art to a range of different audiences</li> <li>• Knowledge and understanding of accessibility principles and practices</li> <li>• Ability to create and maintain a collaborative team environment</li> <li>• Ability to problem solve and successfully manage multiple tasks</li> <li>• Strong computer skills, particularly Excel and Word</li> <li>• Exceptional customer service skills</li> <li>• Highly organised</li> <li>• Flexible attitude to working hours</li> </ul>
<b>Desirable Criteria</b>	<ul style="list-style-type: none"> <li>• Experience using Better Impact or Tessitura, or other volunteer management systems</li> <li>• A keen interest in, and commitment to, the work of Biennale of Sydney and knowledge and understanding of festival work</li> <li>• Good knowledge of the Biennale of Sydney and its various activities</li> </ul>

## DUTIES AND RESPONSIBILITIES

<b>Volunteers</b>	<ul style="list-style-type: none"> <li>• Screen and onboard appropriate levels of volunteer assistance for the exhibition at the White Bay Power Station and other program locations across Sydney.</li> <li>• Plan and deliver ongoing training and development programs for volunteers to support them in carrying out their role as exhibition hosts</li> <li>• Work with the Visitor Services Manager to prepare and maintain the volunteer roster and distribute to volunteers and team leaders</li> <li>• Ensure that volunteers are thoroughly inducted regarding their responsibilities, WH&amp;S procedures and in maintaining high standards of customer service</li> <li>• Along with the Visitor Services Manager and Volunteer Team Leaders, supervise volunteers to ensure Volunteer Code of Conduct and best practice standards are maintained</li> <li>• Help provide a safe environment and enjoyable experience for staff, volunteers and visitors</li> <li>• Develop mechanisms for recognising and acknowledging the contribution of volunteers</li> <li>• Organise volunteer thank you party</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Manage volunteer rosters and communication through Better Impact volunteer management platform</li> <li>• Maintain database of volunteer contacts and ensure these comply with Privacy Act</li> <li>• Provide reports and/or references for volunteers when required, including as part of their university course requirements</li> </ul>

	<ul style="list-style-type: none"><li>• Collaborate with the Visitor Services Manager in the preparation of a detailed report after the end of exhibition, outlining successful practices, issues and recommendations for the next Biennale edition.</li></ul>
<b>Work, Health and Safety (WHS)</b>	<ul style="list-style-type: none"><li>• All staff are required to take reasonable care of their own health and safety and that of other personnel (including volunteers and interns) who may be affected by their conduct.</li><li>• Participate in WH&amp;S Committee meetings, as required.</li></ul>
<b>Key Performance Indicators</b>	<ul style="list-style-type: none"><li>• Successful delivery of a volunteer program that provides a safe, mutually beneficial and enriching experience for participants</li></ul>