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## **PHYSICAL FITNESS CATEGORIES (Please Read)**

These positions require a low level of fitness as you will be able to sit down during your most of your shifts. However, there will be some walking on uneven ground:

- Festival Office
- Performer Reception
- Volunteer Reception
- Zero Waste Warrior
- MC Team (need to be able to navigate stairs)

These positions require a moderate level of fitness as there is not much heavy lifting involved. However, you will be on your feet for long periods of time:

- Festival Shop
- KIDBARGO!
- Instrument Lock-up
- Pre-Festival Office
- Ticket Office
- Vendor Team
- Venue Team
- Volunteer Catering (Pre/Post Festival)

These positions require a moderate level of fitness. However, there will be some lifting involved you, and will be on your feet for long periods of time:

- Festival Bar

These positions require a moderate level of fitness as you will be doing a lot of walking on uneven ground, and you will also be on your feet for long periods at a time:

- Photography
- Raffle Ticket Sellers (Roving)
- Social Media
- Stewards
- Tidy Team

These positions require a moderate to high level of fitness as you will be climbing ladders and doing a lot of walking on uneven ground, and you will also be on your feet for long periods at a time.

Volunteers for these roles must be prepared for, and physically capable, of significant physical effort:

- Camping
- Parking
- Construction (Set-up Pre-Festival)
- Pack down (Post Festival)
- Site Decoration (Pre/Post Festival)

## **CAMPING**

### Position Description

Manage the camping areas effectively and efficiently.

The position requires common sense, approachability, tactfulness and physical capacity. Previous experience is desirable but not essential. This team will work closely with the parking and ticket teams.

The quality of an individual's engagement at the front gate, and camp sites, can set the tone for their whole festival. We want to make it the best possible experience by ensuring that everyone is warmly welcomed to the festival when they arrive and treated respectfully.

Responsible to the Camping Team Leader and the Volunteer Coordinator.

### Duties may include but are not limited to

- Erect camping signage as instructed, undertake marking out (line painting/star pickets, bunting, etc.) as needed in the pre-festival period;
- Attend at the front gate, greet and ensure campers are registered at the Ticket Office;
- Direct campers and caravans to designated sites;
- Accompany campers as judged necessary to ensure safety and best use of the available camping area;
- Monitor camping grounds during the festival to assess capacity, ensure appropriate site positioning and usage; ensure appropriate use of powered sites and remain alert to security concerns;
- If available conduct Post-Festival pack down and take inventory of camping equipment ready for storage;
- Assist the Zero Waste Warrior team leader manage the recycling and disposal of waste in a sustainable manner to support our "ZERO LANDFILL" commitment.

### Volunteers must

- Possess good communication skills, good judgment, and good problem-solving skills;
- Be friendly and helpful whilst being clear in delivery of instructions to patrons;
- Be reliable;
- Be flexible and able to deal with unforeseen circumstances calmly;
- Have a detailed knowledge of the festival site;
- Understand festival emergency procedures, including first aid procedures, incident reporting and evacuation in the event of flood, bushfire or other natural event;
- Be able to react quickly in the event of inclement weather;
- Be physically capable of continually moving around camping areas during shifts as required;
- Be a team player, willing and able to take direction from the Team Leader.

## **CONSTRUCTION (Set-up Pre-Festival)**

### Position Description

Assist festival set-up.

Core site set up team volunteers, who come on site two weeks before the festival and work during this time, are provided with free access to power (at the discretion of key festival set-up stakeholders).

Volunteers to the Construction team must be prepared for, and physically capable of, significant physical effort.

Responsible to Construction Team Leaders, Site Manager, and the Volunteer Coordinator.

### Duties may include but are not limited to

- Assist construction of venues and stages
- Undertake venue fit-out (acoustic drapes, stage blacks, chairs, tables, etc.),
- Ensure all tents (ticket office, performer reception, volunteer reception, shop, bar, session bar, KidBargo, patron chill out, The Crossing, village eating area etc.) are fitted out as requested by the Construction team leaders or the Site manager
- Monitor goods and services in and out to ensure compliance with quotes and purchase orders
- Assist the Zero Waste Warrior team leader manage the recycling and disposal of waste in a sustainable manner to support our "ZERO LANDFILL" commitment.

### Volunteers must

- Be available before the festival begins to be a part of the set-up team
- Be prepared for long hours and physical effort
- Be able to take direction
- Be able to work in a team
- Be flexible and able to adapt quickly in response to changing circumstances
- Be able to communicate effectively
- Understand and implement WHS requirements

## **FESTIVAL BAR**

### Position Description

Provide responsible bar and alcohol service during the Cobargo Folk Festival.

Support the Bar Managers to ensure the festival meets the terms and conditions of its liquor licence.

The position requires honesty and integrity, previous bar experience, current NSW RSA, initiative, approachability, tactfulness and physical capacity.

Responsible to Festival Bar Managers and the Volunteer Coordinator.

### Duties may include

- Strictly follow all RSA procedures in a timely and friendly manner to ensure responsible alcohol service. This includes recognising intoxication and taking appropriate measures, and checking for and addressing underage drinking should it occur;
- Ensure all compulsory signage is in place ahead of festival (liaising with Site Team Leader and Pre-Festival Office team)
- Operation of a computerised cash register and money handling
- Restocking of drink fridges
- Cleaning and tidying of the bar and the front-of-house areas, including counters, sinks and floor to maintain general cleanliness and tidiness and ensure the Festival meets its public health and OH&S obligations
- Collection of liquor supplies and ice off-site if required
- Keeping the cool room in good order
- Assist the bar manager to monitor supplies and sales, assist with the stock take and return of liquor surplus at the end of the festival.
- Appropriate waste management of used bar supplies, including recycling and composting (in consultation with Festival Zero Waste Warrior coordinator to support our "ZERO LANDFILL" commitment

### Bar volunteers must

- Possess a current NSW Responsible Services of Alcohol (RSA) certificate to be able to volunteer for this position (a copy of your card must be sent to the Volunteer Manager and/or your Bar Team Leader AND you must carry your card while on duty);
- Provide responsible, personable, competent and timely service;
- NOT consume alcohol whilst on shift NOR be intoxicated;
- Have reliable and ethical cash handling skills
- Maintain a safe and tidy working environment;
- Be aware that the role may involve collecting alcohol supplies and ice off-site;
- Be a team player, willing and able to take direction from the Bar Manager.

## **FESTIVAL OFFICE**

### Position Description

Manage the Festival Office either pre, during, or post event as an effective information clearing house, “triaging” issues as they arise. Provide assistance and information to organising team, patrons, volunteers, performers and others as required.

Responsible to Festival Office Team Leader and the Volunteer Coordinator.

### Duties may include but are not limited to

- Ensure availability of documentation for Evacuation Procedure, Two-way Radio Protocol & Log Book sheets, Festival Office Volunteer Roster, Festival Office Procedures & Duties, Festival Office Log sheets, Drinking Water drums labels
- Record ALL Festival Office activities in the Log Book
- Maintain the festival Incident Log and make available to YFC committee members, security or police if requested to do so, refer all other requests to the Team leader
- Manage the festival's Lost Child procedures
- Manage the Lost Property. Log each item received and/or reported as lost; manage the return, storage or disposal of lost property post-festival
- Ensure adequate drinking water and cups are provided for performers & volunteers at all venues, the Bar, the First Nations tent, and the tents at the front gate
- Administer festival volunteer rosters in liaison with Team Leaders
- Liaise with Festival Team leaders, Volunteer Coordinator, Director and committee to resolve issues and acquire resources as required
- Coordinate emergency responses with Site Manager, Security Liaison Leader, Festival Director, YFC President/committee and team leaders as appropriate
- Post Festival: Collect, check and clean venue boxes before they go into storage
- Assist the Zero Waste Warrior team leader manage the recycling and disposal of waste in a sustainable manner to support our "ZERO LANDFILL" commitment.

### Volunteers must

- Possess good communication skills and good judgment
- Be friendly and helpful whilst being clear in delivery of information and assistance
- Be competent and reliable
- Be flexible and able to deal with unforeseen circumstances calmly
- Have a detailed knowledge of the festival site
- Understand festival emergency procedures, including first aid procedures, incident reporting and evacuation procedures in the event of flood, bushfire or other natural event
- Be able to react quickly in the event of inclement weather
- Be a team player, willing and able to take direction from the Team Leader

## **FESTIVAL SHOP**

### Position Description

Assist in the smooth running of the festival shop; market and sell festival merchandise. Volunteers must have a friendly and engaging sales manner, good team skills and reliable cash management skills.

Responsible to Festival Shop Team Leader and the Volunteer Coordinator.

### Duties may include but are not limited to

- Manage the setup, pack down and storage of merchandise each day
- Display Festival and Performer merchandise in an appealing and sensible manner
- Engage proactively with patrons, actively marketing festival merchandise
- Record precise inventory of Festival and Performer merchandise
- Consult with performers regarding their merchandise and liaise as required throughout the festival
- Operate a cash register, iPad Point of Sale (POS) and EFTPOS machine
- Cash handling experience
- Keep the counters and shop neat and tidy
- Maintain a friendly and respectful atmosphere within the festival shop
- Assist the Zero Waste Warrior team leader manage the recycling and disposal of waste in a sustainable manner to support our "ZERO LANDFILL" commitment.

### Volunteers must

- Possess good communication skills
- Be friendly, helpful and reliable
- Have reliable and ethical cash handling skills
- Be able to gain a detailed knowledge of the festival and performer merchandise in a short time
- Be a team player, willing and able to take direction from the Team Leader
- Previous retail experience desirable but not essential

## **INSTRUMENT LOCK UP**

### Position Description

Ensure the smooth running of the instrument lock-up; ensure that the instruments are stored safely and securely; ensure efficient check in and check out of instruments, liaison with performers.

Responsible to Instrument Lock Up Team Leader, Site Manager, and the Volunteer Coordinator.

### Duties may include but are not limited to

- Liaise (rub shoulders!) with festival performers in a manner that maintains the positive festival spirit
- Record and maintain a concise and accurate inventory of performers' instruments
- Debrief with previous shift's workers as per the inventory and performers
- Keep the area secure in order to avoid any misadventure or damage to instruments
- Assist the Zero Waste Warrior team leader manage the recycling and disposal of waste in a sustainable manner to support our "ZERO LANDFILL" commitment.

### Volunteers must

- Be friendly and engaging when liaising with performers
- Possess reliable inventory skills
- Be flexible and able to deal with unforeseen circumstances calmly
- Be physically capable of lifting instruments
- Be a team player, willing and able to take direction from the Team Leader



## **KIDBARGO! (Children's Festival)**

### Position description

To assist delivery of the children's program, ensuring the safety and wellbeing of all participants.

The program contributes to the festival spirit by encouraging young people to create and produce works of art to take home or display at the festival.

Responsible to Children's Festival Team Leader, Site Manager, and the Volunteer Coordinator.

### Duties may include but are not limited to

- Implementing activities, as directed by the Team Leader,
- Ensure the wellbeing of all children by adhering to the protocol provided by the Team Leader;
- Support the Team Leader when it comes time to curate and display children's artworks.

### Volunteers must

- Possess a current NSW Working With Children Check (WWCC) to be able to volunteer for this position (ESSENTIAL). This certification can be obtained, free of charge for volunteers, through the following website: [Apply for a Working with Children Check | Service NSW](#);
- Have experience in working with children;
- Have excellent communication and team skills;
- Be able to engage politely but firmly with parents and carers, particularly where there is a need to advise that the space is not a child-minding facility;
- Ensure that Code of Conduct and other relevant protocols are observed at all time eg: ensure there are two WWCC holding adults (including self) on shift at all timetabled sessions, as a child protection protocol.

## **MASTER OF CEREMONIES (MC)**

### Position Description

Host concerts and other public activities. Provide the link between the festival, performers and audiences including information, promotions, community, and safety announcements. Assist venue managers as required with the general management of the venues.

Responsible to MC Team Leaders and the Volunteer Coordinator.

### Duties may include but are not limited to

- Research each act in advance so that they can be introduced knowledgeably and informatively
- Link performers, venue manager and sound crew
- Develop and deliver a rapport with audience and performers, whilst keeping front of mind that people want to see the show not the MC
- Introduce performers, promote their future appearances, promote the availability of their merchandise, thank them at the end of each performance and encourage the audience to applaud
- Deliver time warnings to ensure acts keep to the running sheet for the venue (usually 10 minutes before they are to leave the stage)
- Strictly ensure all performers finish their act on time and that the program keeps to strict time
- Promote from the stage the festival generally and sponsors in particular. Make community and safety announcements
- 'Fill' and explain whenever there are delays in getting an act on stage at the advertised time
- Assist performers, sound crew, Venue Manager as required
- Assist the Zero Waste Warrior team leader manage the recycling and disposal of waste in a sustainable manner to support our "ZERO LANDFILL" commitment.

### Volunteers must

- Be experienced, and competent, in festival MCing, public speaking, up front training or similar personal presentation activities
- Be personable, confident and comfortable on stage, and familiar with microphone use and technique
- Be knowledgeable about the festival, the performers appearing at their venue and music generally
- Be familiar with WHS requirements and emergency procedures (especially the location and function of all fire extinguishers in the venue)
- Be approachable, proactive, flexible, tactful, articulate, assertive and knowledgeable about all aspects of the running of the venue
- Be a team player, willing and able to take direction from the Team Leader
- Be humble and remember the show is about the booked act not the MC

## **PACK DOWN (Post Festival)**

### Position Description

Assist pack down of all festival venues, gear and equipment as directed by Pack down Team Leader or Site Manager.

Responsible for assisting venue pack down, deconstruction/storage of staging, barriers, signage, backdrops, decorations, stalls, electrical etc.

Volunteers must be prepared for, and able to undertake, significant physical effort.

Responsible to Construction Team Leaders and Site Manager.

### Condition of Entry

This position is an important role that comes with a condition of entry. This ticket is a great option for those that want to enjoy the WHOLE festival uninterrupted. It is also a great choice for volunteers who have a couple of days after the festival available.

If you choose/accept this role you are also accepting the following conditions:

- To ensure all pack down volunteers actually stay and do the job we ask that you purchase a Festival Weekend ticket ahead of the Festival. The ticket cost will be refunded to you upon completion of your hours.
- If hours are not met or you fail to appear on shift then your weekend ticket will not be refunded.
- This condition is in place to ensure we have sufficient volunteers to help pack down post festival. This condition is in place to ensure that only dedicated and committed volunteers choose this role.

### Duties may include but are not limited to

- Dismantling tents and stages
- Assisting festival suppliers collecting chairs, tables and other gear
- Assisting the Site Decoration team pull down, take inventory of and store decorations
- Assisting the Parking, Camping, Site, Electrical and Sound teams pull down, take inventory of and store gear and equipment
- Ensuring the storage shed is packed efficiently and that gear remains accessible (do you have STORES experience? Call us now!)
- Assist the Zero Waste Warrior team leader manage the recycling and disposal of waste generated post-festival in a sustainable manner to support our "ZERO LANDFILL" commitment.
- Cleaning and tidying permanent venues, including the Yuin Shed, bar and cafe
- Collecting litter and rubbish from the site so it can be handed back to the owners in good order

### Volunteers must

- Be available for two to three days after the festival ends (the more volunteers the less time required to complete the pack down)
- Be able to take direction and work in a team
- Be able to communicate effectively
- Understand and adhere to WHS requirements
- Be prepared for and physically capable of significant physical effort
- Adhere to the condition of entry

## **PARKING**

### Position Description

To ensure the parking areas are managed effectively, and to provide Festival-goers with a positive experience as soon as they arrive on site and throughout the festival.

The quality of an individual's engagement at the front gate can set the tone for their whole festival. We want to make it the best possible experience by ensuring that everyone is warmly welcomed to the festival when they arrive and treated respectfully.

This role requires assisting with traffic control for vehicles coming in and exiting the festival site; assisting with car parking control; assisting with gate control; assisting in safe parking for day visitors, monitoring pedestrian safety. Experience of similar volunteer role is an advantage but not essential.

Responsible to Parking Team Leader and the Volunteer Coordinator.

### Duties may include but are not limited to

- Install parking signage as instructed, undertake marking out (line painting/star pickets, bunting etc.) as instructed in the pre-festival period;
- Gate control: attend and monitor the front gate, greet visitors, ensure day visitors and campers are registered at the Ticket Office before being directed to appropriate parking areas;
- Provide assistance as necessary to ensure safe parking;
- Monitor parking areas during the festival for capacity and to assist security team;
- Assist with traffic control for temporary visitor vehicles (vendors, police) entering and exiting the festival entertainment zone;
- Monitor and assist pedestrian safety through the front gate and the entertainment zone as required;
- If available conduct post-festival pack down and take inventory of parking equipment ready for storage;
- Assist the Zero Waste Warrior team leader manage the recycling and disposal of waste in a sustainable manner to support our "ZERO LANDFILL" commitment.

### Volunteers must

- Possess good communication skills;
- Be friendly and helpful whilst being clear in delivery of instructions to patrons. A tactful but firm and unflappable manner is a must;
- Be reliable and show up to your shifts on time;
- Be flexible and able to deal with unforeseen circumstances calmly;
- Have a detailed knowledge of the festival site;
- Understand festival emergency procedures, including first aid procedures, incident reporting and evacuation in the event of flood, bushfire or other natural event;
- Be able to react quickly in the event of inclement weather;
- Be physically capable of continually moving around parking areas during shifts as required
- Be a team player, willing and able to take direction from the Team Leaders

## **PERFORMER RECEPTION**

### Position Description

This role is the first point of contact for performers upon their arrival to the site.

You will be briefed by, and work closely with, the Performer Liaison Manager and relevant shift managers.

Responsible to the Performer Liaison Manager and the Volunteer Coordinator.

### Duties may include but are not limited to

- Greeting performers and their families
- Receiving and/or scanning printed tickets
- Operating an iPad/tablet/laptop operated "check-in" system
- Issuing performer wristbands and programs where required
- Liaising between Team Leaders and the Volunteers as required
- Distributing performer information and forms as required
- Briefing performers on site layout
- Briefing performers on emergency procedures
- Briefing performers on camping options and Green Room
- Answering performer enquiries
- Alerting Performer Liaison Manager and/or Shift manager of performer no-shows
- Managing communication site for volunteers
- Liaising with Instrument Lock-up team
- Assist the Zero Waste Warrior team leader manage the recycling and disposal of waste in a sustainable manner to support our "ZERO LANDFILL" commitment.

### Volunteers must

- Have impeccable people skills and an approachable attitude
- Be able to take initiative when it comes to troubleshooting and liaising between the public, performers, Team Leaders and the Volunteers
- Maintain a professional attitude and represent the CFF in a positive manner
- Be familiar with the names of acts (can be studied on-site)
- Be team players and able to take direction from the Team Leader

## **PHOTOGRAPHY**

### Position Description

Roam the Festival site taking images of the Festival experience. Load these images into the Cobargo Folk Festival computer folder ready for the social media team to post them to the Cobargo Folk Festival social media sites.

Responsible to the Volunteer Coordinator and Festival Director.

### Duties may include but are not limited to

- Roam the Festival to take photos of interesting experiences relating to the Festival.

### Volunteers must

- Possess sound photography skills
- Computer skills to load photos onto the CFF folders

## **PRE-FESTIVAL OFFICE**

### Position Description

Staff the pre-festival office; set-up the Festival Site Office, prepare venue boxes.

Responsible to Pre-Festival Office Team Leaders.

### Duties may include but are not limited to

- Audit and Preparation of Venue boxes working with Venue Manager, MC Coordinator and Performer Liaison Manager
- Update CFF organising team contact details, emergency contact list, program.
- Provide a central area for volunteer set-up teams to drop off or collect items (eg letters, equipment, resources etc.)
- Set up a central point for paper invoices, receipts, for the Treasurer to collect
- With Festival Site Office Manager, set up the Festival Office
- Work with Site Decoration team on formal and informal signage arrangements
- Assist the Zero Waste Warrior team leader manage the recycling and disposal of waste in a sustainable manner to support our "ZERO LANDFILL" commitment.

### Volunteers must

- Possess good communication skills and good judgement
- Be flexible, competent and reliable
- Have computer skills to edit and print documents
- Have a level of physical fitness to be able to lift and move venue boxes, as required.

## **RAFFLE TICKET SELLERS**

### Position Description

Sales raffles tickets to the festival patrons. The raffle consists of multiple prizes and the proceeds support our Youth Crossing team/family.

Responsible to Volunteer Coordinator.

### Duties may include but are not limited to

- This role requires volunteers (working in pairs) to roam the festival site selling raffle tickets to the festival public

### Volunteers must

- The right people for this role must be friendly, vibrant, approachable
- Able to handle money in an efficient and honest manner
- Raffle ticket sellers are ideally 18+, in order to potentially access licenced areas of the festival.



## **SITE DECORATION (Pre/Post Festival)**

### Position Description

Assist site decoration (venues, stages, market areas, food areas, session bar and other facilities) as directed by Team leaders.

Responsible to Site Decoration Team Leaders and Site Manager.

### Duties may include but are not limited to

- Prepare bunting, flags, signs and other creative works to beautify the site
- Assist construction of stage backdrops
- Erect flags, install bunting and other works
- Manage formal and informal signage with Pre-festival Office team
- Assist the Zero Waste Warrior team leader manage the recycling and disposal of waste in a sustainable manner to support our "ZERO LANDFILL" commitment.

### Volunteers must

- Be available pre-festival for unpacking, preparation and installation of flags, bunting, other decorative items and post festival for pack down
- Be committed to recycling and upcycling
- Be able to work as part of a team to beautify the venues, stages, session bar, facilities and overall festival site
- Be able to take direction while also taking own initiative
- Be creative and practical
- Have craft skills (sewing, painting, fibre work, etc.) or be keen to learn some (swiftly)!
- Have light construction skills (hammer, nails, some work on ladders, etc)

## **SITE SET UP**

### Position Description

Assist festival site set-up, assist Site Manager to deal with site issues as they arise during the festival. Core site set up team volunteers, who come on site two weeks before the festival and work during this time, are provided with free access to power (at the discretion of key festival set up stakeholders). All other volunteers may purchase powered sites via the booking page on the website for \$45. Volunteers to the Site team must be prepared for and physically capable of significant physical effort.

Responsible to Site Manager.

### Duties may include but are not limited to

Pre-Festival:

- Assist preparation of the Showground site:
  - Ensure amenities are clean and in good working order both pre and during the festival
  - Ensure fencing is in good order and monitoring the overall safety of the site, pre and during festival
  - Identify slip, trip and fall hazards and rectify where possible
  - Monitor security during the pre-festival build
  - Liaise with electrical provider to ensure site lighting is set up in good time and fit for purpose
  - Liaise with bar, camping and parking team leaders to ensure signage is erected in good time; manage all other signage (village signs, waste management, emergency signage, festival etiquette etc.)
  - Monitoring WHS hazards on-site and dealing with them as appropriate
  - Liaise with Showground Land Manager to troubleshoot issues as required
  - Assist the Zero Waste Warrior team leader manage the recycling and disposal of waste in a sustainable manner to support our "ZERO LANDFILL" commitment.
  - Monitor security during pack down
  - Monitoring WHS hazards on-site and dealing with them as appropriate

### Volunteers must

- Be available before the festival begins to be a part of the set-up team
- Be prepared for and physically capable of managing long hours and significant physical effort
- Be able to take direction
- Be able to work in a team
- Be flexible and able to adapt quickly in response to changing circumstances
- Be able to communicate effectively
- Understand and implement WHS requirements

## **SOCIAL MEDIA**

### Position Description

Responsible for posting photos and comments on the Cobargo Folk Festival social media pages.

Responsible to Festival Executive Director and the Volunteer Coordinator.

### Duties may include but are not limited to

- Responsible for posting high quality photos and comments on the Cobargo Folk Festival social media pages.

### Volunteers must

- Have excellent communication skills
- Have excellent judgment to ensure that CFF aligned comments are posted

## **STEWARDS**

### Position Description

Volunteers in this role are the eyes and ears of the festival. They respond to patrons' questions and problems; escalating more difficult issues for resolution; troubleshooting where appropriate. They work closely with the Site Manager, Festival Office, and Camping leaders.

Responsible to Festival Security Liaison Team Leader and the Volunteer Coordinator.

### Duties may include but are not limited to

- Assist patrons seeking information, those encountering problems or with complaints
- Solve problems and deal with incidents that may occur. Refer more difficult problems to Team Leaders and Festival Director as necessary
- Monitor site for underage drinking and serious breaches of the NSW Government Liquor Licence terms and conditions
- Monitor site for unauthorised entry
- Assist the Security Liaison Team Leader
- Assist the Zero Waste Warrior team leader manage the recycling and disposal of waste in a sustainable manner to support our "ZERO LANDFILL" commitment.

### Volunteers must

- Have excellent people, communication, judgment and problem solving skills
- Be willing and physically able to rove the grounds of the festival during shift
- Be willing to work a late night
- Be flexible and able to deal with unforeseen circumstances calmly
- Be familiar with festival emergency procedures
- Be able to react quickly in the event of inclement weather
- Be a team player, willing and able to take direction from the Team Leader

## **THE CROSSING YOUTH TENT MC (Compere)**

### Position Description

The Cobargo Folk Festival's The Crossing Youth Tent is one of the Festival's most important contributions to music development and youth education. The Crossing is looking for an MC who is ideally between 16 - 18 years old.

Responsible to the Crossing Coordinator.

### Duties may include

- Introducing performers and acts and thank them at the end of performance;
- Making community announcements to audiences as required;
- Developing a rapport with audiences and create an enjoyable atmosphere;
- Liaising with performers (and sometimes parents/carers);
- Liaising with the stage manager regarding time and programmed events;
- Ensuring the program runs to time.

### Volunteers must

- Great communication skills
- An understanding of, and empathy for, youth culture
- An ability to improvise when the time calls for it
- A warm and approachable attitude
- Confidence to be on stage to introduce and thank performers

## **TICKET OFFICE**

### Position Description

To welcome all patrons and process their tickets in a timely and friendly manner. The Ticket Office is the Festival shop front, the first point of contact, and in many ways the face of the festival. The quality of an individual's engagement at the Ticket Office can set the tone for the whole festival. We want to make it the best possible experience by ensuring that everyone is warmly welcomed to the festival when they arrive at the ticket office. Computer skills are essential and EFTPOS/cash handling experience is highly desirable.

Responsible to Ticket Office Manager.

### Duties may include but are not limited to

- Welcoming patrons, VIPs to the festival
- Selling festival tickets to patrons on arrival
- Scanning pre-purchased tickets as patrons arrive
- Wrist-banding patrons prior to entering the festival site
- Selling festival programs and providing information about the event
- Operating an iPad/tablet/laptop operated "check-in" system
- Liaising with Camping and Parking Team Leaders and the Volunteers as required
- Distributing camping information and forms as required
- Briefing on site layout
- Briefing on emergency procedures
- Answering enquiries
- Assist the Zero Waste Warrior team leader manage the recycling and disposal of waste in a sustainable manner to support our "ZERO LANDFILL" commitment.

### Volunteers must

- Be friendly and approachable with excellent communication and interpersonal skills
- Be welcoming to attendees and able to work under pressure
- Maintain a professional attitude and represent the CFF in a positive manner
- Have computer skills for using scanners, iPads and EFTPOS.
- Be flexible and able to deal with unforeseen circumstances calmly
- Understand the festival site layout
- Be a team player, willing and able to take direction from the Team Leader

## **TIDY TEAM**

### Position Description

Responsible for cleaning the eating areas, bar area, venues, and collecting waste from vendors from 6 am Saturday and Sunday. This role is ideal for people that like early starts or for Under-18s.

Responsible to the Zero Waste Warrior Coordinator.

### Duties may include but are not limited to

- Clean the food areas - including wiping down the tables and collecting waste from the vendors.
- Clean the bar area
- Clean the venues
- Report any found items to the Festival Office
- Assist the Zero Waste Warrior team leader manage the recycling and disposal of waste in a sustainable manner to support our "ZERO LANDFILL" commitment.

### Volunteers must

- Be reliable to start at 6am
- Have the physical ability to bend down to pick up rubbish
- Be a team player, willing and able to take direction from the Team Leader

## **VENDOR TEAM**

### Position Description

Assist with the marking and positioning of vendor sites at the Festival. Assist the Vendor Team Leader as required.

Responsible to Vendor Team Leader and the Volunteer Coordinator.

### Duties may include but are not limited to

- Marking the sites the vendors will use during the Festival
- Assist the Zero Waste Warrior team leader manage the recycling and disposal of waste in a sustainable manner to support our "ZERO LANDFILL" commitment.

### Volunteers must

- Be physically capable of bending over to mark the sites
- Take instructions from the Vendor Team Leader.



## **VENUE/STAGE MANAGEMENT**

### Position Description

Manage the complete physical environment of an allocated stage including front of house cleanliness and tidiness, backstage security, cleanliness and tidiness, moving performers and their equipment on and off stage, keeping the program on a strict schedule. The position requires initiative, approachability, self-confidence and physical capacity.

Responsible to Venue/Stage Team Leader and the Volunteer Coordinator.

### Duties may include but are not limited to

- Liaise with performers, sound crew, MCs and others and assisting as required
- Work with MC to ensure concerts/events keep strictly to running sheets
- Assist performers and sound crew with physical stage set up as required
- Ensure water supply for performers and venue crew is maintained
- Check regularly that the venue is free of litter and that chairs are arranged
- Ensure that the backstage area is a secure place to store instruments and equipment and a safe place to work, free of unauthorised people and physical clutter
- Assist the Zero Waste Warrior team leader manage the recycling and disposal of waste in a sustainable manner to support our "ZERO LANDFILL" commitment.

### Volunteers must

- Be physically capable of moving equipment and easily ascending and descending stairs while carrying equipment
- Be familiar with WHS requirements and emergency procedures (especially the location and function of all fire extinguishers in the venue)
- Be approachable, proactive, flexible, tactful, articulate, assertive and knowledgeable about all aspects of the running of the venue
- Be a team player, willing and able to take direction from the Team Leader

## **VOLUNTEER CATERING (Pre/Post Festival)**

### Position Description

Assist a catering team in the preparation of morning tea and lunches for the set-up teams on Tuesday, Wednesday and Thursday immediately prior to the festival.

Assist a catering in the preparation of lunches for the pack down team on Monday, Tuesday and Wednesday after the Festival.

Responsible to Catering Team Leader and the Volunteer Coordinator.

### Duties may include but are not limited to

- Assist in the preparation of morning tea and lunches suitable for the set-up teams
- Keep the kitchen and eating areas clean and tidy
- Ensure tea and coffee facilities are clean and tidy
- Ensure drinking water is available at all times
- Confirm numbers with team leaders every morning to ensure that only volunteers with meal tickets are provided with meals.
- Assist the Zero Waste Warrior team leader manage the recycling and disposal of waste in a sustainable manner to support our "ZERO LANDFILL" commitment.

### Volunteers must

- Have a current food-safety certificate (obtained, for free, through the local council's website [Food safety - Bega Valley Shire Council](#))
- Assist in the running of a clean and tidy catering facility
- Familiarise themselves with WHS requirements and emergency procedures
- Be able to work in a team
- Be able to effectively communicate with team members

## **VOLUNTEER RECEPTION**

### Position Description

Greet volunteers as they enter the Festival site to ensure they have a positive experience in meeting their commitments to the festival.

Responsible to Volunteer Coordinator.

### Duties may include but are not limited to

- Greeting volunteers
- Scanning pre-purchased tickets as volunteers arrive. Operating an app "check-in" system on varying devices
- Issuing volunteer wristbands and the current volunteer appreciation gift
- Liaising between Team Leaders and the Volunteers as required
- Distributing volunteer information as required
- Briefing volunteers on site layout
- Briefing volunteers on emergency procedures
- Answering volunteer enquiries
- Alerting Volunteer Coordinator of volunteer shortages/no-shows
- Managing communication site for volunteers
- Assist the Zero Waste Warrior team leader manage the recycling and disposal of waste in a sustainable manner to support our "ZERO LANDFILL" commitment.

### Volunteers must

- Have good people skills and an approachable attitude
- Be able to take initiative when it comes to troubleshooting and liaising between the public, Team Leaders and the Volunteers
- Be very familiar with Team Leaders' and the Volunteers' roles and responsibilities
- Be very familiar with induction package
- Be able to work in a team and take direction whilst having a great time!

## **ZERO WASTE WARRIOR**

### Position Description

The Festival is committed to ZERO LANDFILL. This team will play an integral role in our waste management and recycling operations, smooth running, cleanliness, sustainability and appearance of the festival. In this role you will be mobile throughout your shift as you move about the festival site, fulfilling your duties (listed below). This job requires volunteers who are physically capable of meeting expectations and responsibilities. Please note: you will NOT be cleaning any toilets, only tidying the bathroom spaces.

Responsible to Zero Waste Coordinator.

### Duties may include but are not limited to

- Assist the Zero Waste Warrior team leader manage the recycling and disposal of waste in a sustainable manner to support our "ZERO LANDFILL" commitment.
- Monitoring bins and advising patrons of correct waste disposal when required
- Clearing tables in eating areas
- Assist in keeping eating areas and bar clean and tidy
- Keeping grounds clear of waste, including camping areas
- Monitoring Volunteer Respite and Breastfeeding Space for bin collection
- Working with Scouts to ensure full bins are swiftly dealt with
- Monitoring toilets and amenities for cleanliness and health and safety concerns
- Replenishing provisions when and where necessary
- Liaising with Cleaning and Maintenance contractor, and associated staff, regarding issues/concerns.
- Liaising with Site Manager and/or 2IC
- Working with Workability and/or Scouts teams on education and messaging

### Volunteers must

- Have good people skills and an approachable attitude
- Be able to take initiative when it comes to troubleshooting and liaising between the public, Team Leaders and the Volunteers
- Be able to work in a team and take direction whilst having a great time!