



2019 Festival Volunteer Role Descriptions

Box Office Attendants. The Festival operates its own Box Office from the Market Building. The Box Office opens in December and runs through to the end of the Festival. Box Office Attendants:

- Provide information about events and venues
- Selling tickets
- Cash handling
- Using a box office computer program to record ticketing sales and information
- Some up selling of events
- Providing information on ticket sales to marketing staff.

Roles will be available in the lead up to, and during the Festival. Information sessions and training will be provided.

Venue Box Office Attendants sell tickets and take payments at the event. Experience with using EFTPOS machines and money handling is desirable. Box Office Attendants will also assist patrons with general enquires, such as duration of show and location of facilities. For continuity priority will be given to Box Office Attendants. Information sessions and training will be provided.

Ushers assist patrons at events by performing the following duties: collecting tickets from patrons; assisting patrons in finding their seats; assisting patrons with general enquires, such as duration of show and location of facilities. Information sessions and training will be provided.

Visual Art. The 2019 Festival will be presenting an exciting Visual Art Program. Gallery minders will be required throughout the Festival. The role includes:

- Communicating with groups of people
- Cleaning and maintaining areas
- Answering questions about the artworks
- Ensuring artworks are not damaged



Artist Transportation. Alongside local and Melbourne based artists, artists travel to the Festival from interstate and overseas. We rely on a team of volunteers to assist us in transporting these artists to and from the airport, and around town. You will need a current Victorian Drivers License and your own registered vehicle. We will also be requiring volunteers to drive a mini bus. Petrol and parking costs will be covered for airport transportation. Transportation will be required in the lead up to and during the Festival.

Production. Production volunteers will work alongside the production team. Jobs will include: installing artworks;

- General construction work
- Maintenance
- Movement of equipment

A team of volunteers will be established well in advance of the Festival, who can be called on to help when needed. Roles will be available in the lead up to and during the Festival.

Education. Our Education and Schools Program requires several volunteers to assist students with hands on workshops. Working with the children and artists is a very rewarding experience. An up to date Working with Children Check will be required for this role.

Marketing. Marketing volunteers will work alongside the Marketing Manager and Marketing Coordinator in all aspects of marketing for the festival, including communications, market research, proof reading, media (including social media), general marketing administration duties and graphic design. If you're currently studying Marketing/Communications/Graphic Design we'd love to hear from you.

Event Hospitality. We will be requiring volunteers for catering, waiting, and bar staff for some events during the festival.

Traffic Management. The 2019 Festival will require groups of volunteers to assist with Traffic Management and parking at several events throughout the Festival. This would be an ideal role for community groups to take on. If you are a member of the CFA, SES, Lions, Rotary or similar and are interested in taking on this role please contact our Volunteers Coordinator Sarah Myles at sarah@castlemainefestival.com.au. Your community group will of course be welcome to use the opportunity for fundraising.



Artist Liaison. We are seeking a small number of volunteers to be Artist Liaisons in the lead up to (from 18 March) and during the Festival. In this role the volunteers will work closely with the Festival's Creative Producer and Associate Producer build a strong relationship and provide a smooth and enjoyable experience for the artists. You will be expected to meet and greet artists, provide local transportation, provide local information, assist with check-in at their accommodation, and much, much more. This role will require availability most days of the Festival period, so we can provide consistent servicing to our artists. If you think this role is for you, please forward an expression of interest to our Volunteers Coordinator Sarah Myles at sarah@castlemainefestival.com.au.

Front of House Manager. During the Festival each venue has a dedicated Front of House Manager. This role requires the volunteer to provide event information, supervision, and support to the Front of House volunteers, as well as set up Front of House (including venue box office, signage etc.), and transport documents, cash float etc. to and from the Festival office. The Front of House Manager is also responsible for enacting emergency management plans if needed. First Aid and Fire Warden training, and venue induction are all provided by the Festival and are a requirement of this role. If you have experience managing groups of people and are interested in this role, please contact our Volunteers Coordinator Sarah Myles at sarah@castlemainefestival.com.au.

Artist Accommodation. During the Castlemaine State Festival, the community opens its door to accommodate artists in private homes. If you have a spare room, a self-contained space, or a holiday home available please consider hosting an artist in your home. Accommodation is needed in the lead up to, and during the Festival. Please complete the *Billet an Artist 2019* form on our website.

Please note that volunteering to work at a specific event or performance does not ensure you will be able to view the event or performance.