



WORKFORCE AND OPERATIONS COORDINATOR

Sydney Gay and Lesbian Mardi Gras (SGLMG) is an LGBTIA+ not-for-profit member-based organisation that produces the Sydney Mardi Gras Parade and festival and several other events and supportive initiatives throughout the year. SGLMG was built on the foundations laid by early community activists who fought for LGBTQIA+ rights in a time of wide-spread, institutionalised oppression and discrimination.

Our primary goal is to increase awareness and recognition of the LGBTQIA+ communities, including lesbian, gay, bisexual, transgender, queer, and intersex individuals. We achieve this through various means, with the most prominent being the Sydney Gay and Lesbian Mardi Gras Parade. SGLMG aims to promote love and acceptance worldwide by celebrating the strength and richness of diversity.

Part A: Our Values

- **Respect:** We support a working environment where all (staff, volunteers, community, partners and stakeholders) are treated with civility, respect and fairness.
- **Equity:** We treat everyone equally regardless of gender, sexuality, age, race, or ability and commit to fostering a diverse organisation.
- **Integrity:** We embrace the highest standards of professional conduct and uphold a culture of honesty and trust.
- **Responsibility:** We are responsible and accountable for fulfilling our commitments.
- **Creativity:** We are committed to promoting excellence in creativity and innovation in our endeavours.

Part B: Position Specification:

Role Title:	Workforce and Operations Coordinator
Team:	Operations
Department:	Operations
Type/Level:	Staff/Coordinator
Reporting Structure:	Reporting to: Workforce and Operations Lead
	Direct reports: Nil

Delegations, Authority and Decision Making	This position carries no official financial or administrative authority delegations.
Contract term	This contract is for an 5-month period

Engagement:			
	Daily	Frequent	Periodic/ Occasional
Internal	All staff	Operations	
External	N/A		Production Company Medical Provider Community Orgs Volunteer Orgs

Purpose
The Workforce and Operations Coordinator reports directly to the Workforce and Operations Manager and will collaborate closely with the entire Mardi Gras team throughout the 2025 season. Their primary responsibility is to assist the Workforce and Operations Manager in providing efficient volunteer management and human resource services to the organisation, including event production, marketing, communication, partnerships, and the Mardi Gras workshop. The Workforce and Operations team will consist of two coordinators reporting to the team manager. As the lead for key elements of volunteer management processes, the Workforce and Operations Coordinator is responsible for managing communication through the Volunteer Management System (VMS). They will oversee the coordination of over 2000 volunteers at various events throughout the season, including supporting the planning and implementation of volunteers at each event. This involves ensuring that volunteers are effectively assigned to appropriate roles and providing necessary support and guidance to ensure smooth operations leading up to and during the events. Responsibilities encompasses tasks such as volunteer recruitment and onboarding, scheduling coordination, establishment of effective communication channels, organisation and facilitation of regular meetings internally and externally, as well as offering ongoing support and guidance to volunteers throughout the season. The Workforce and Operations Coordinator will need to work directly with Mardi Gras Producers and meet with stakeholders for various events. They will report back to the Workforce and Operations Manager to ensure all events are streamlined, structured correctly and efficiently managed. The Workforce and Operations Coordinator is expected to work on all major events that require volunteer support, including Fair Day, Parade and Party as well as other ceremonies and various festival events in the program. The position entails a range of responsibilities including administration, customer service, data entry and community liaison.

As a Workforce and Operations Coordinator for our organisation, your responsibilities will include:

- **Recruitment, selection, and communication of volunteers:** You will be responsible for recruiting and selecting specific skill based volunteers for all events, including Fair Day, Parade and Party from our already extensive volunteer community. This will involve developing recruitment strategies, managing applications, conducting interviews, and ensuring effective communication with volunteers throughout the season.
- **Rostering of all areas, times, and locations:** You will manage the “roster” for volunteers across multiple events. This includes coordinating and scheduling volunteers for different areas, time slots, and event locations, while ensuring adequate coverage and smooth operations
- **Developing position descriptions and providing support:** You will be tasked with review comprehensive position descriptions for each volunteer role, outlining the responsibilities and requirements. Additionally, you will ensure that volunteers have all the necessary information, resources, and support to carry out their roles effectively.
- **Training sessions for volunteers:** You will organise and conduct training sessions for all volunteers. These sessions will equip volunteers with the necessary knowledge and skills to perform their roles successfully. Training may include areas such as event guidelines, safety protocols, and customer service.
- **Liaising with production companies for planning and implementation:** You will collaborate with production companies to coordinate and implement production plans for Mardi Gras events. This will involve working closely with the production team to ensure seamless execution of the event, incorporating volunteer requirements, and addressing any logistical needs.

Objectives

Key role objectives:

- Coordination of administration as directed by the Workforce and Operations Manager
- Collaborate closely with the volunteer community as well as staff of Mardi Gras and any production company teams
- Respond to high volume e-mails and phone calls in a timely and professional manner
- Assist in the booking of meetings, travel arrangements, and accurately record meeting minutes and action items
- Attend stakeholder meetings and provide detailed reports to the Workforce and Operations Manager.
- Support the operational requirements of all volunteer teams during the events, ensuring a smooth execution and addressing any issues that may arise
- Recruit volunteers for those events including target recruitment for specific operational needs
- Assist with the booking of briefings and preparing and delivering presentations, running, and setting up Zoom/teams meetings/trainings
- Attend all relevant volunteer events
- Support and maintain a culture of teamwork, achievement, accountability, and outcome focus
- Foster a collaborative team spirit focused on service delivery to all volunteers and staff
- Actively participate in project meetings and circulate minutes and action items following meetings as required

- Be a key point of contact for our volunteer community

Note:

- This position is required to occasionally work outside of core hours and over weekends
- This position does involve a significant amount of administration work prior to the festival, which necessitates the candidate's presence in the office
- During the festival period, the candidate must be prepared to work unconventional shifts and be available on specific dates within the festival schedule
- It is important to note that no leave can be taken during this period

Accountabilities		
Area	Accountabilities	Performance Indicators
Volunteer Management Support	• Assist the Workforce and Operations Manager in the recruitment and assignment of volunteer roles, ensuring that volunteers are matched with appropriate positions • Ensure effective communication is implemented and maintained with volunteers across all events • Take charge of coordinating volunteers at specific events throughout the season, overseeing their tasks and schedules • Serve as a point of contact for volunteers, providing guidance, support and addressing any concerns or issues that may rise	• Effectiveness of volunteer management at events • Feedback from volunteers about communication (timeframe, quality etc.) • Measure and assess the effectiveness of volunteer management at events, including such factors as volunteer satisfaction, adherence to assigned roles, and overall volunteer experience
Operations and logistics	• Aid in general operations and logistic exercises, supporting the overall functioning of the Mardi Gras events. • Assist Workforce and Operations Manager with meetings, interviews, and volunteer briefings and trainings • Prepare any mapping, lanyards, signage, wayfinding etc. for volunteer teams. • Assist with operations equipment distribution and inventory. • Work at events to provide support to volunteers.	• Successful and accurate delivery • Feedback from volunteer teams and staff

Administration and Reporting	• Your role will involve providing general administrative support to the team as needed. This may include tasks such as document management, data entry, scheduling appointments, and coordinating team meetings • You will be responsible for promptly and professionally responding to phone calls and emails from volunteers and stakeholders. This includes addressing inquiries, providing information, and managing and resolving complaints in a timely manner • You will assist in organising meetings by booking venues, creating agendas, and taking accurate minutes during team meetings. Your meticulous notetaking will contribute to keeping the team informed and ensuring follow-ups are appropriately tracked • You will contribute to regular reports for event producers and the organisations leadership team on progress against volunteer recruitment targets • As part of your role, you will gather and analyse data related to volunteer recruitment. This information will be used to create regular reports that provide insights on progress, challenges, and opportunities to the event producers and the organisations leadership team • Monitor all volunteer enquiries contact channels including via e-mail, telephone and VMS responding to volunteer enquiries as necessary • Complete a full debrief report at the end of season	• As part of your role, you will be responsible for carrying out administration tasks and data entry with precision and efficiency. This includes tasks such as organising and maintaining records, inputting data into relevant systems, and ensuring the accuracy and integrity of information • Accurate, completeness, and timeliness of administration requirements: You will be tasked with ensuring that all administration requirements are met accurately, completely, and within the specified timeframes. This includes tasks such as processing forms, documents, and applications, verifying information for accuracy and completeness, and meeting any established deadlines
-------------------------------------	---	---

Part C: Person Specification

Qualifications & Experience

Essential:

- **Strong communication skills:** The applicant should possess excellent interpersonal, written, and verbal communication skills. This includes the ability to effectively communicate with volunteers, staff members, and stakeholders in a clear and professional manner.
- **Administration skills:** Proficiency in Microsoft Office, particularly in Word and Excel, is required. The applicant should be comfortable using these tools to create and edit documents, manage data, and perform administrative tasks efficiently.
- **Quick learning ability:** The applicant should demonstrate the ability to quickly learn and adapt to our Volunteer Management System. This system is integral to our operations, and the applicant should be able to navigate and utilise its features effectively.
- **Problem-solving skills:** The applicant should be adept at solving problems that may arise in a fast-paced environment or during events. This includes the ability to think quickly, make sound decisions, and find solutions to challenges that may arise.
- **Multitasking and prioritisation:** The applicant should be able to handle multiple projects simultaneously, prioritise tasks effectively, and manage time efficiently. This skill is essential for successfully managing various responsibilities and meeting deadlines.
- **Friendly and approachable:** It is important for the applicant to be friendly, approachable, and able to work well with a diverse range of volunteers. Building positive relationships and creating a welcoming environment is crucial to the success of our volunteer programs.
- **Team player:** The applicant should be capable of working collaboratively within a team. This includes being open to feedback, supporting team members, and actively contributing to the overall success of the organisation.
- **Attention to detail** and adherence to established processes and guidelines will be crucial to ensure successful administration and data entry.
- Interest and/or experience in working with LGBTQIA+ and First Nations communities.
- Interest and/or experience in the arts, culture, and/or festivals
- Proven track record in managing competing priorities in a dynamic environment with an ability to work autonomously.
- Confident at presenting and public speaking.

Desirable:

- **Previous Volunteer Management/Coordinator experience:** Having prior experience in managing or coordinating volunteers is highly desirable. This experience demonstrates an understanding of volunteer engagement, recruitment, and retention strategies, as well as the ability to effectively communicate and collaborate with volunteers.
- **Previous events experience:** with previous experience in events, you gain valuable insight into working in a fast paced and ever-changing.
- **Community liaison/Social Work:** Experience or background in community liaison or social work can be beneficial for this role. It showcases skills in building relationships with diverse communities, understanding community needs, and effectively engaging with stakeholders.
- **Event production or operations experience:** Experience in event production or operations is valuable for this position. It indicates familiarity with planning and executing events, coordinating logistics, managing venues, and ensuring smooth operations during events.

- **Hospitality Backgrounds:** Experience in the hospitality industry, particularly in managing large groups of people and venues, can be an asset. This background illustrates skills in customer service, crowd management, and creating positive experiences for visitors or attendees.

Part D: Benefits:

Benefits
• Access to tickets for all Mardi Gras produced events. • Diverse working environment • Flexible work arrangements • Employee assistance program