**Volunteer Position Description**

|  |  |
| --- | --- |
| **Division:** | City of Melbourne, Arts & Culture - Arts House |
| **Role Title:** | Arts House Volunteer - FESTIVAL OF LIVE ART 2018 |
| **Role Position:** | Volunteer Assistant Producer |

**Please Note: all Volunteers for the City of Melbourne are required to undergo a Police Check and a Working with Children Check as part of the pre-engagement process.**

|  |
| --- |
| **Event Summary** |
| **ABOUT Festival of Live Art**The Festival of Live Art (sometimes known as FOLA) is presented in Melbourne by a consortium of arts organisations across the city: Arts House (North Melbourne), Theatre Works (St Kilda) and Footscray Community Arts Centre. The Festival of Live Art is a biennial festival that occurs over two weeks. The Festival of Live Art returns in 2018 and will run for 13 days from Tuesday 13 to Sunday 25 March. The Festival gives audiences an opportunity to see and experience live art across Melbourne. The Festival presents artworks which are experimental, interactive and participatory and which may occur in unusual spaces. Each arts organisation hosts works as part of the festival including forms such as performance, installation, durational works, digital experiences, writing, residencies, talks and events.Arts House programs the largest aspect of the Festival of Live Art and will have the majority of works and events at the North Melbourne Town Hall over 10 nights. The full Festival of Live Arts program will be available at [www.fola.com.au](http://www.fola.com.au) from 5 February 2018. |

|  |
| --- |
| **Role Summary – FOH Volunteers** |
| The Volunteer Assistant Producers will assist with managing patrons’ experience of the Festival of Live Art at Arts House and will have a key role in supporting the realisation, presentation and invigilation of Festival of Live Art artworks in liaison with Arts House Producers and Front of House staff.Volunteer Assistant Producers will be responsible for welcoming patrons to artworks at festival locations, assisting with general enquiries, assisting audiences to navigate the Arts House program. Crucially, Volunteer Assistant Producers will have an insight into the complexity of presenting and realising each artwork to its full potential and will ensure considered invigilation of the works.All Festival of Live Arts events and performances are non-standard and non-traditional and will be presented and received by the audience in different ways. Assistant Volunteer Producers play a key role in understanding how the audience experiences the artworks and events. For some artworks, Volunteer Assistant Producers will receive instructions from presenting artists to prepare audience for that particular work in the manner required by the artist. Nine Volunteer Assistant Producers will be appointed by Arts House across 4 key programming streams of the Festival: * Installations (x2 volunteers)
* Performances (x2 volunteers)
* Offsite Events (x3 volunteers)
* Evening Events (x2 volunteers)

As a team, the Volunteer Assistant Producers work collaboratively to assist and invigilate the artworks or events in their stream. This allows Volunteer Producers to get experience and insight into a portfolio of artworks, manage their time, and to collectively share in the care-taking of the artists and works over the Festival. * Volunteer Assistant Producers will work with key Arts House staff including Front of House, Production, Stage Management and will be appointed an Arts House Producer mentor and supervisor.
* Volunteer Assistant Producers do not replace the work of Front of House staff or Producers, but will assist and advise both roles.
* Assistant Volunteer Producers will treat all artists, artworks and patrons with the utmost respect at all times.
* Volunteers will be supervised and instructed by a City of Melbourne employee on their duties.
 |

|  |
| --- |
| **DATES AND TIMES** |
| **Briefing and Induction**Attendance at the Briefing and Venue Induction is compulsory. The Festival of Live Art program will be explained in detail, Volunteers will be inducted into the Venue and the roles of Volunteer Assistant Producers tasks associated with each role will be discussed. It is the time to meet key staff and other Volunteer Assistant Producers. **TUESDAY 6 MARCH 6pm – 8pm Compulsory Attendance** **Preview/ Artist Meet and Greet**All Volunteer Assistant Producers must be available to attend previews of the artworks and to meet some of the participating artists and producers: **TUESDAY 13 MARCH 6pm – 8pm Compulsory Attendance** After the preview, Assistant Volunteer Producers will divide their shifts and discuss the invigilation needs of their artworks and events. **Opening Night** **WEDNESDAY 14 MARCH 4pm – 10:30pm Compulsory Attendance****Festival Schedule**All Arts House Festival of Live Art works will be presented during the Festival dates Tuesday 13 March – Sunday 25 March. Key dates and times will vary depending on the stream and the individual artworks. Most activity will occur in the North Melbourne Town Hall between: **THURSDAY 15 – FRIDAY 16 MARCH 4pm – 10:30pm** **SATURDAY 17 MARCH 4pm – 12:00am** **SUNDAY 18 MARCH 12pm – 8pm**  **WEDNESDAY 21 – FRIDAY 23 MARCH 4pm – 10:30pm** **SUNDAY 25 MARCH 12pm – 8pm** Volunteer Assistant Producers must be available over the period listed above but will not be required to attend all of the shifts.Shifts commence half an hour before the event begins. Adequate and regular breaks will be provided throughout all shifts. |

|  |
| --- |
| **Role Tasks** |
| Volunteer Assistant Producers may be required to do a range of tasks including:* Welcome guests and audiences
* Assist patrons with event/ artwork enquiries and with interpretive enquiries about artworks
* Connect VIPs and patrons to event staff when required
* Direct patrons around the artworks, venues and events
* Assist the Front of House staff who are managing bookings/ entry to works
* If applicable, explain the protocols or instructions for audiences entering or experiencing artworks
* Monitor queues, wait times and lists
* Invigilate artworks and ensure they are realised to the artist’s wishes as best as possible at all times
* Monitor audience numbers and provide daily reports on artworks.
* Monitor issues and suggest improvements to artists and Arts House producers through daily show reports
* Observation on audience experiences, motivations, reactions and expectations as they relate to artworks or their experiences in the venues
 |

|  |
| --- |
| **Skills, Knowledge & Experience (Selection Criteria)** |
| * Ability to deal with people of all ages and abilities and exhibit patience and professionalism when liaising with audiences
* Ability to demonstrate and display City of Melbourne’s Core Values - integrity, courage, accountability, respect for staff and others and striving for excellence
* Ability to manage own time and to collaborate with others in a team to achieve shared goals and a high level of performance
* Exceptional customer service skills
* Exceptional communication skills
* Desired Experience: art making or art management including: invigilation, making or caring for artworks, working with performers, assisting with artists to realise their works.
 |

|  |
| --- |
| **Attributes** |
| * Team player
* Reliable
* Diligent
* Can work unsupervised
* Personable
* Well presented
 |

|  |
| --- |
| **Responsibilities** |
| * Be available and turn up to scheduled events
* Undergo a Police Check arranged by City of Melbourne/Arts House
* Apply for a Working with Children Check through Australia Post
* Attend induction and training as required
* Be polite and courteous to patrons at all time
* Protect the artistic intention of the works
 |

For any further enquiries:

Contact: Trudy Hayter, Arts House

Mobile: 03 9322 3720

Email: artshouse@melbourne.vic.gov.au

 [www.artshouse.com.au](http://www.artshouse.com.au)

 [www.fola.com.au](http://www.fola.com.au)