

Volunteer Coordinator

Job Purpose

Kiwiburn is entirely volunteer-run - both onsite on the paddock and behind the scenes year-round. The Volunteer Coordinator works as part of the Volunteer team and with team leads to make sure their volunteer requirements are met, help match people to roles and make volunteering with Kiwiburn an awesome experience.

This role is a year-round role which requires you to work closely with Facilitators, Team Leads, and individual volunteers across all Kiwiburn departments. There is no requirement for onsite duties during the event.

Key Responsibilities

- Liaise with team leads and crews to understand their volunteer requirements.
- Assist with writing and updating job descriptions for year round roles and role summaries for onsite teams.
- Advertise roles on the Kiwiburn website and liaise with the Communication team to promote vacancies on social media.
- Monitor and follow up with team leads to ensure ongoing communication with applicants.
- Update all volunteer-related data to keep it as current and accurate as possible in the volunteer management system (VMS).
- Monitor and review applications to understand what skills, experiences and strengths potential volunteers have to offer, and which roles they might be suitable for (match-making!) - trying to place all volunteers who have applied for a role within a team.
- Support team leads to manage and organise their volunteers, advising on volunteer processes, communications, inductions, shift rosters etc.
- Monitor the volunteer@kiwiburn.com email account and respective Slack channels.
- Answer volunteer questions and assist with the flow of information / communication required to take them from application to an active volunteer.
- Contribute to improving volunteer processes and systems, including working with the IT team to improve VMS workflows.
- Contribute volunteer-related content for the annual Afterburn report.
- Act in a manner fitting of a Kiwiburn member, as per the [Memorandum of Understanding](#).

Working Relationships

- Volunteer team
- Crew Facilitator
- IT team
- Facilitators and team leads
- Individual crew, other volunteers and members of the community
- Communications team

Time Commitment

- Year round: 2 - 5 hours per week (including post event)
- Onsite: No requirements unless in another position.

Necessary Qualities, Knowledge and Experience

- Regular access to a computer and internet.
- Excellent data management skills.
- Strong organisational and people coordination skills.
- Able to work collaboratively in a team with integrity and respect.
- Strong communication skills, especially in an online environment.
- Time management – work planning and ability to stick to deadlines.

Desirable Qualities, Knowledge and Experience

- Experience working with G suite.
- Experience in using Airtable or similar databases.
- Familiarity with the various Kiwiburn teams and their functions.
- Understanding of Te Tiriti o Waitangi (Treaty of Waitangi). Please review the [Memorandum of Understanding](#) for more information.