



2025 Wigtown Festival Company

Job Description: Volunteer Coordinator

Salary

£12.60/hour up to 17.5 hours per week (0.5FTE) for 4.5 months (equivalent to £22,932 1.0 FTE).

Contributory pension scheme, 7 days annual leave entitlement.

Alternatively, this post may be considered on a contract basis if preferred.

Tenure

This post is on a fixed term basis for up to 4.5 months from June 2025 to October 2025.

Hours

Working hours will vary from event preparation through to delivery of the Wigtown Book Festival. It is estimated that on average, up to 17.5 hours per week will be required (0.5FTE), but that the role will be full-time in the immediate run-up to and through the 10 day festival period (26 September-5 October).

Relationships

The Volunteer Co-ordinator will be responsible to the Operations Director.

Travel

The Company's office is based in Wigtown, Scotland.

Background to the Post

Wigtown is Scotland's National Book Town and the annual Wigtown Book Festival is now one of the UK's best-established literary gatherings, featuring more than 200 sessions each year for all ages, encompassing visual arts, music, theatre and food as well as literary events.

The festival draws writers and members of its audience from far and wide, while continuing to celebrate the rich history and culture of south-west Scotland. Wigtown Festival Company was established as a charity in 2007 to deliver the annual festival, and since then both the festival and its year-round engagement and educational activity has grown significantly: developing new audiences, helping writers fulfil their potential, cultivating a love of reading for pleasure in children, and providing creative opportunities for young people. The festival has won numerous awards including most recently the 2024 VisitScotland Thistle Award for Outstanding Cultural Event or Festival.

Purpose of the Post

The Volunteer Co-ordinator will recruit, manage and maintain an effective volunteer network to support delivery of the Wigtown Book Festival.



Duties of the Post

As this is a new role, the extent of duties may be reviewed / shared between different candidates, depending on experience and skills. The anticipated duties and responsibilities include:

1. Review and update volunteer role descriptions
2. Recruit volunteers through WFC channels (e-mail, social media, existing volunteer network etc.)
3. Collect information on availabilities and skills
4. Complete background checks / references
5. Arrange for appropriate training where needed
6. Produce volunteer schedules for all festival events (approx. 200) and venues (approx. 5)
7. Liaise closely with event team, particularly Production, Box Office and Programming.
8. Review or develop venue and event briefings and deliver them.
9. Co-ordinate teams of volunteers for large-scale activities
10. Communicate frequently with volunteers to ensure they are satisfied and well-placed
11. Disseminate information for upcoming events and changes to schedules, using various communication methods ensuring an appropriate level of information accessibility.
12. Keep detailed records of volunteers' information, assignments and expenses
13. Ensure the purpose of the organisation and its actions is clearly communicated
14. Coordinate ordering and distribution of Volunteer uniforms and lanyards
15. Liaise with the Box Office supervisor to ensure volunteer tickets are reserved prior to programme launch
16. Liaise with the Box Office supervisor to ensure that accessibility requirements noted at the point of booking are communicated daily to venue hosts through the venue handbook

Personnel Management

17. Support volunteer management as required by the Operations Director.

Health and safety

18. Be mindful of health and safety at all times and report any issues to the Operations Director.

External Relations

19. Promote positively at all times the work of the Wigtown Festival Company both internally and to key stakeholders, sponsors, participants, audiences and other involved groups.
20. Represent the Company at external meetings as required.

General

21. Undertake any reasonable additional tasks as may from time to time be required by the Chief Executive. If additional training is required to carry out such duties, this will be funded by the Company.

Confidentiality

22. On no account, either during this contract or after termination of this contract, must any confidential information whatsoever, relating to the business of the Company be given to any person other than the employees of the Company or members of the Board of Trustees where necessary for the operation of the business.



Person Specification

	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> At least 3 standard grades in appropriate subjects including English and Maths. 	
Experience	<ul style="list-style-type: none"> Experience in event volunteer management. 	<ul style="list-style-type: none"> Previous administrative experience – paid or voluntary. Experience in recruitment.
Skills & Abilities	<ul style="list-style-type: none"> Excellent organisational and team coordination abilities. Computer literate and numerate, a working knowledge of Microsoft Office and Google Work Space. Good written and oral skills. Ability to work systematically, to manage and prioritise multiple tasks and requests and respond flexibly as urgency requires. 	
Personal Qualities	<ul style="list-style-type: none"> A pleasant, outgoing personality. Able to communicate effectively with people. Articulate. Flexible and highly motivated. Excellent time management. Ability to use your own initiative. An ability to develop and maintain effective working relationships with team members and other staff. 	<ul style="list-style-type: none"> Creative, flexible and a personal ethos of continuous improvement.