

TORONTO BIENNIAL OF ART

CALL FOR VOLUNTEER MANAGER

Application Deadline: April 26th, 2019

Position: Contract, Full Time

Contract date: May 15, 2019 – December 15, 2019

OPPORTUNITY DESCRIPTION

The Volunteer Manager at the Toronto Biennial Art (TBA) will lead an inclusive, strategic Volunteer Program that will bring together a range of community members to build meaningful connections with the TBA team, artists, collaborators, and various communities across the Greater Toronto Area. With a deep commitment to and equitable practices in community engagement, the Volunteer Manager will also possess excellent organizational skills and high adaptability. The Volunteer Manager is responsible for the recruitment, training, management, and scheduling of over 250 volunteers who support the event experience. The Volunteer Manager reports to the Deputy Director & Director of Programs.

ROLES AND RESPONSIBILITIES

- The Advisory Council sits at the very core of TBA. They are Knowledge Keepers, Decision Makers, Connectors, Overseers, Guides. It is important that their oversight is considered in all aspects of communication and relational practices in engaging with the team and the larger communities.
- Referencing the Diversity, Inclusivity, Equity Mandate, and anti-oppression practices and protocols.
- Supporting the TBA team in building capacity through the Volunteer Program.
- Managing all aspects of the Volunteer Program including designing the program, creating the volunteer application process, recruitment, interviewing, training, scheduling, etc.
- Building relationships with community organizations to grow our volunteer base.
- Working directly with key sponsors to coordinate with external employee volunteer programs as part of the Biennial's stewardship program
- In collaboration with the Biennial team, assessing volunteer needs across the Biennial.
- Maintaining the volunteer database for tracking information, hours, roles and event participation.
- Maintaining consistent and effective communication with volunteers to ensure their engagement.
- Seeking and securing partnerships and sponsorships with local businesses and beyond to support volunteer appreciation.
- Creating and updating training materials including the creation and distribution of the volunteer handbook.
- Planning and leading training sessions, including booking facilities for training sessions.

- Maintaining volunteer morale, and helping to resolve complaints and disputes.
- Creating and coordinating a volunteer appreciation program including a post-Biennial appreciation event.
- Writing reference letters and completing reference forms, as requested.
- Creating festival reports as needed and required, including post-mortem reporting.

QUALIFICATIONS:

- At least 3 years' experience in volunteer management and/or public facing community engagement
- Expertise in best practices around volunteer management and volunteer programs
- Exceptional organizational skills, ability to prioritize and multi-task competing demands
- Exceptional communication and interpersonal skills
- Previous volunteer experience
- Valid Driver's License
- MAC OS; Microsoft OS; Microsoft Office Suite; Adobe Creative Suite; email

ASSETS:

- Language(s) spoken other than English
- ASL (American Sign Language)

SUBMISSION INSTRUCTION

Please submit a cover letter and CV including contact information for three references in one (1) PDF to hello@torontobiennial.org with subject heading "Volunteer Manager." Four pages maximum including the cover letter.

Toronto Biennial of Art is an equal opportunity employer and is committed to diversity and inclusiveness in all of our work. We work proactively to be fair and equitable in practice and to build diversity into our teams, creative communities, and programs. In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided at any point throughout the hiring process, provided the candidate makes their accommodation needs known to Toronto Biennial of Art.

ABOUT

On view from September 21–December 1, 2019, the inaugural Toronto Biennial of Art will be Canada's newest biennial of contemporary art. Taking place along the waterfront in unexpected venues and public spaces and in collaboration with not-for-profit galleries, museums, community organizations, and educational institutions across the city, the Biennial will present Canadian and international art within the complex creative, cultural, social, and political context of Toronto.