

Volunteer roles

All SWF volunteers are crucial to the Festival's success and act as a welcoming face that anyone can approach for queries and help.

Venue Support

Experience in events or customer service will be a bonus!

Front of House (FOH)

Posted inside and outside of the multiple rooms at the Festival venues, FOH will work alongside the venue manager to help manage queues, check tickets, assist in Q&As, maintain room set up, time keep, audience count and look after artists.

Green Room Assistant (GRA)

Help keep artists comfortable and cared for during the Festival through maintaining the Green Room and ensuring that speakers are able to go to their events on time.

Artist Care

Experience in hospitality will be a bonus!

Artist Liaison Officer (ALO)

ALOs schedules are dependent on their assigned artist. Volunteers who are available from 31 Oct – 4 Nov and/or 7 – 11 Nov are preferred. Applicants must be above 18.

As the main point of contact for the artist and the SWF team, ALOs help take care of an assigned artist from the point of their arrival. This includes ensuring smooth airport transfers, managing the artist's schedule and accompanying them to events.

Bookstore

Experience in sales or customer service will be a bonus!

Bookstore Assistant

Working with the bookstore manager, bookstore assistants will help manage signing sessions by assisting with crowd control, maintaining the book signing areas and assist with stock-taking and enquiries.

Festival Support

Information Counter Assistant (ICA)

Assist with answering queries from patrons and general public. We are looking for friendly and sociable people who look forward to downloading all the information about SWF into their minds and sharing it with those who ask! ICA volunteers will also help maintain the Information Counter set up, update the relevant information boards and assist with wet weather plan execution.

Runner

Our all-rounder! Working with the SWF Operations In-Charge, runners will assist with troubleshooting ground issues and stepping in to replace manpower if necessary.

Volunteer Photographer (VP)

Applicants will be contacted to submit sample photographs.

While SWF does employ photographers, with over 300 events, VP help us capture the many aspects of the festival that may have been missed out. VPs will photograph events under the direction of the SWF Marketing In-Charge. Photos taken will be used by SWF for purposes such as marketing, presentations and archival. Photographers will be assigned to various events at the SWF Marketing In-Charge's discretion.

Social Media Assistant (SMA)

Applicants will be contacted to submit sample photographs and captions.

With over 300 events, we need help to cover them. SMAs will help publicise Festival events and provide "live" updates of events on the ground. SMAs will be assigned to various events under the direction of the SWF Marketing In-Charge.

General Requirements

- Applicants must be aged 15¹ and above; applicants for Artist Liaison Officer must be aged 18 and above

We are looking for courteous, committed and responsible volunteers who are keen to interact with new people. A positive working and learning attitude is always appreciated and we will do our best to provide a supportive and welcoming environment.

Festival Operations

- Volunteers will be rostered into shifts depending on their registered availability unless the roles state otherwise.
- Volunteers might be contacted for an interview with the SWF team

Shift	Time	Meals
	<i>Weekends</i>	
1 st shift	9:00AM – 4:00PM	<i>Lunch provided</i>
2 nd shift	3:00PM – 10:00PM	<i>Dinner provided</i>
All Day shift	9:00AM – 6:30PM	<i>Lunch and tea provided</i>
	<i>Weekdays</i>	
PM Shift	6:00PM – 10:00PM	<i>Dinner provided</i>

Timeline

Open call	25 June – 11 Aug
Notifications will be sent	by 31 Aug
Interviews	20 Aug – 7 Sep
Briefings & site visits	8 – 26 Oct
SWF 2019	1 – 10 Nov

Note: Every assigned volunteer is required to attend compulsory briefing(s) closer to the festival, to learn more about the different venues, roles and standard operating procedures. Duty assignment(s) will also be updated and confirmed.

¹ Volunteers under the age of 18 will need to get a consent form signed by a parent or guardian.