



UWRF19 Volunteer Information Guide

Welcome to the UWRF19 Volunteer Info Guide, which contains all the information on volunteering at this year's UWRF.

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Volunteer Satisfaction

- We try to look after volunteers by giving them the right information at the right time, putting them in work areas which they'll enjoy, and listening to feedback along the way.
- All information that volunteers need about volunteering is available on the Volunteer page of our website: ubudwritersfestival.com/volunteer.
- Volunteers can learn about the Festival and their volunteer role, meet each other and their supervisors, ask questions, and receive their goodie bags during our Orientation Day, which will be held on **Wednesday 23 October 2019**.
- Volunteers have their own meeting place, hospitality area, and problem-solving center at Volunteer Base Camp.
- Supervisor roles are available for experienced volunteers.

Application Process

- Apply online at ubudwritersfestival.com/volunteer.
- After you have sent the registration form, **please wait for our confirmation email at the end of August**, as we do not send individual 'received' emails at this stage.
- All applications go into a selection pool and a limited number will be short-listed. We will ask these applicants to email a small bio image (**less than 100kb**). A notification will also be sent to unsuccessful applicants.
- Confirmation of volunteer placements will start from **26 August 2019**. We can only accept a limited number of volunteers for each area. When all volunteer roles are filled, remaining applications will be put on a waiting list.
- Once a volunteer role is confirmed, we will send the volunteer their work roster. We cannot change your role and roster. Should you need to cancel your role as a volunteer, please tell us **before** we send you your roster.



- The rosters will be sent in **early to mid-October 2019**.
- It is not an easy or quick process to confirm, place roles, and create rosters, so please be sure that you have understood all the requirements, policies, and have read our FAQs before you confirm.
- Upon confirmation, we will send a link to our Facebook Volunteers group so you can communicate with other volunteers.
- Should you need a confirmation letter for your university saying that you will be attending the Festival as a volunteer, please let us know in advance. We cannot promise to accommodate all requests with short notice.

Volunteers will receive

- A 4-Day Pass to the Main Program (please note that Special Events, Workshops, and Cultural Workshops are individually ticketed, and if you wish to attend they need to be purchased at your own expense)
- A meal on volunteering days (vegetarian or non-vegetarian)
- A Festival T-shirt and goodie bag
- Volunteer ID and Certificate of Appreciation
- A meeting place and problem solving center at the Volunteer Base Camp (open 9am-5pm)
- An invitation to the After Party (after the Closing Night Ceremony)
- Transport around venues on Festival days
- A shuttle bus will run from Museum Puri Lukisan (Jl. Raya Ubud) to main venues (Taman Baca and Neka) based on a daily schedule
- Motorcycle taxis (*ojek*) will be provided from Transport & Accommodation Center

Please note we do not provide

- Meals on non-volunteering days
- Flights or transport to/from Ubud
- Accommodation or any additional expenses
- Visa assistance or sponsorship
- Invitation to the Gala Opening and ticketed events other than the Main Program

All volunteers need to:

- Respect the local culture and people
- Always be punctual (**this is extremely important**)
- Be well presented, friendly, disciplined, and polite
- Follow their Supervisors' advice and solutions



- Work as a team
- Take responsibility for themselves and others
- Have good English – Indonesian language is also required in some areas
- Work a minimum of 4 x 5 hours shifts over 24–27 October
- Put their phone on silent during shift hours
- Do not use phones for non-Festival purposes during shift hours
- Communicate well with Supervisors and Volunteer Coordinators during the Festival

Are you an experienced volunteer?

Supervisors are needed in most areas. Supervisors oversee volunteers, timekeeping, provide information, collect feedback and liaise with Festival Management to solve problems. If you are an experienced volunteer, please consider stepping up to these important roles!

Supervisors need to:

- Have a minimum of one year's UWRF or UFF volunteering experience within the same area they wish to supervise
- Work at the Festival office one week prior, work remotely online one month prior (if applicable)
- Be constantly available during Festival days
- Be able to manage their volunteers
- Great problem-solving skills
- Be a team player
- Work closely with Volunteer Coordinators and Festival Staff
- Be patient, professional, friendly, disciplined, polite, and punctual
- Be well presented
- Be a good leader
- Work outside of roster hours (if required)
- Write a report about their experience as a supervisor after the Festival
- Respect the local culture and people
- No drama



Volunteer Work Areas & Requirements

Volunteer Work Areas

- Audio Visual
- Free Events
- Book Launches
- Box Office (ticketing)*
- Film Screenings
- Floater (Responding to tasks where necessary)
- Green Room
- Information Center
- International Media Center
- English Language Content Creator
- National Media Center
- Indonesian Language Content Creator
- International Writers Liaison
- National Writers Liaison
- Interpreter
- Partnership Liaison
- Transport & Accommodation
- MC (Bilingual)
- Main Program
- Photographer
- School Workshops and Children & Youth Program*
- Special Events
- Workshops
- Volunteer Base Camp*

*This position may start before the Festival

Audio Video

Experience with:

- Setting up and operating AV equipment (sound systems, LCD screens, projectors etc)
- Security, safe handling and storage of equipment
- Local area knowledge is an advantage



Book Launches

Ability to:

- Set up and manage independent events
- Liaise with writers, writer liaisons, Festival attendees, publishers and venues
- Manage sales and signing of books

Box Office (Ticketing)

Experienced in:

- Handling money, tickets, forms and simple reports
- Customer service and problem solving
- Ability to rapidly gain knowledge about all areas of the Festival
- Handling lost and found (before and after Festival shifts available)

Information Center

Experienced in:

- Customer service and problem solving
- Ability to rapidly gain knowledge about all areas of the Festival
- Handling lost and found

International & National Media Center

Experienced in:

- Liaising with journalists from a variety of media
- Facilitating face-to-face interviews between journalists and speakers
- Organizing press conferences
- Google sheets and data management (this is very important)

Indonesian & English Content Creator

Experienced in:

- Writing media releases
- Creating Instastories
- Live tweeting
- Taking notes quickly and thoroughly

Transport & Accommodation

Ability to:



- Work 5 hours per day (or more if needed)
- Be a great team player with a positive and friendly attitude
- Work with writer liaisons for transport arrangement of each speaker
- Work with Driver Coordinator and make sure transport arrangements run smoothly
- Problem solving skills and able to work under pressure
- Local knowledge of Ubud is a major advantage

Partnership Liaison

Ability to:

- Support and help the Partnership Team for on-ground coordination with Festival sponsors & stall holders
- Good communication skills

Floater

Floaters need to be flexible with their schedule. Floaters can be placed in any area that needs more volunteers, or replace a volunteer who didn't present during the Festival, or who canceled prior to the Festival. Floaters will be assigned to whole shifts or just partial.

MC

Skilled in:

- Maintaining punctuality and timekeeping for sessions
- Making announcements and introductions (mainly in English; Indonesian language is an advantage)
- Scripting from background information and liaising with Festival Staff for problem solving
- Formal attire is a must (ie. no shorts, short skirts, sandals, etc). Note that some events will require MCs to wear traditional clothing, but volunteers will be notified about this by MC Supervisor in advance



Main Programs, Workshops, Special Events

Able to be responsible for:

- The comfort of Festival speakers and audiences
- Customer service (checking passes, ushering, timekeeping)
- Liaising with Audio Visual, MCs and logistics staff
- Problem solving
- Ensuring clear communication

Photographers

Skilled in:

- Taking high quality photos in accordance with Festival's photography brief
- Event photography

Able to:

- Be constantly available during Festival days
- Always be punctual and follow the schedule made by Comms Staff
- Be a good team player especially with Official Photographers
- Follow the Festival's photography brief

School Workshops - Children & Youth Program

Able to:

- Be punctual, patient, friendly and polite
- Be able to stay and help after roster hours
- Indonesian language for occasional interpretation is an advantage
- Be a good team player and communicate well with the Supervisor
- Be creative and enthusiastic in creating a comfortable and educational workshop atmosphere
- Liaison with speakers, MCs and logistics staff

Volunteer Base Camp

Experienced in:

- Managing and supporting volunteers
- Understanding rosters and programs
- Preparing and distributing information and forms
- Running Orientation sessions
- Hospitality and problem solving (before and after Festival shifts available)



Indonesian & International Writer Liaison

Able to:

- Meet and greet Festival speakers (Indonesian and international)
- Provide information and support during the event
- Facilitate and accompany speakers when presenting sessions
- Occasional interpreting and translation
- Own transport and local area knowledge is a great advantage
- Liaise with Festival Management, MCs, Logistics etc for problem solving
- Be 'on call' and work without a roster
- Always be contactable by phone and WhatsApp (**this is very important**)
- Note that shifts are not based on rosters, but speaker needs. Most will start work in mid-October 2019

Green Room

Able to:

- Work 5 hours per day (or more if required)
- Be a great team player with positive and friendly attitude, yet firm
- English skills are essential
- Be accommodating of the needs of speakers, both international and Indonesian
- Be able to liaise with Supervisors and Festival Management
- Computer savvy (IT skills are a big advantage)



All Other Information

Festival Transport

The Festival provides a shuttle bus (for more information read our FAQ online). However, volunteers and staff have dedicated *ojek* (motorbike taxi) to assist them with their tasks **related to the Festival**.

The *ojek* drivers have the following identification: they will be wearing a Festival T-shirt and a Festival tag, and will wait at the parking area in front of the Transport and Accommodation Center. They will take you to any Festival venues around Ubud. You can also ask them to wait for you if your Festival task will not take too long. Remember, they are part of the Festival crew, so you do not need to pay them. For any problems with the drivers, please report to the Transport and Accommodation Centre.

Meals During Shift

The Festival provides meals (with water) for volunteers during their shifts. If on the same day you work for two shifts or 2 x 5 hours, you are entitled to have 2 meals on that day.

You can collect your meal at Volunteer Base Camp. A vegetarian option is available, so please specify your requirement on the registration form.

Area Placement

We ask for your area of interest in the registration form to know your preference, **but please understand that sometimes we have to place you in an area that is different to the one you requested**. Why? There are several reasons for this. Sometimes a volunteer area may not have enough volunteers, or you may not have the right skills and background required for your chosen area. We hope you can understand and cooperate if you are not placed in your chosen volunteer area.

Change of Area

There may be instances where we need to change your work area due to a change in program, or because of a last-minute volunteer cancellation.

Roster (Work Schedule)

Please understand that you need to be flexible with your roster. There will be cases where we have to change your work schedule due to many reasons, such as someone has withdrawn, program times have changed, etc. You can swap a shift



with someone in your team, but it is crucial that you inform your Supervisor to ensure that all shifts are covered.

Certificate

You will receive your Certificate on the final Festival day at Volunteer Base Camp.

UWRF19 Volunteers Facebook Group

When you are confirmed to be a Festival volunteer, we will invite you to join our UWRF19 Volunteers Facebook Group so you can start introducing yourself, ask questions, help new volunteers, share information and experience, coordinate airport transfers, and other fun stuff. Please remember to always be polite and positive with each other.

Social Media

If you're not on shift and just enjoying the Festival, please help us to share the UWRF19 with the world by using the official hashtag: #UWRF19

Orientation

All Volunteers and Supervisors **MUST** attend the Registration and Orientation Session for their specific work area. Sessions will be held on **23 October 2019** at Taman Baca on Jl. Raya Sanggingan, Ubud. Time will be confirmed.

No meals will be provided during orientation. Please bring your own water bottle.

If volunteers cannot attend their Orientation Session, they cannot volunteer!

At these sessions, volunteers:

- Register their attendance and confirm contact details
- Sign an agreement about responsibilities and confidentiality
- Receive their Volunteer Tags, T-shirt and goodie bags
- Meet Festival Staff and hear an overview of the Festival
- Meet supervisors and other volunteers
- Receive specific role training
- Have the chance to ask any questions