



UWRF21 Volunteer Information Guide

“In the midst of ongoing workshops and the mass arrival of participating writers and local and foreign media were Indonesian and other volunteers from many countries - distinguishable by name tags fluttering about their necks - who manned their stations, welcoming all. These are the members of the UWRF Volunteer Corp and the many shoulders upon which the Festival’s smooth running and thus its ultimate success rests.”

(Chisato Hara, *The Jakarta Post*)

You too can experience being a volunteer with the Ubud Writers & Readers Festival 2021, from **8 October - 17 October**.

Volunteer Satisfaction

- We try to look after our volunteers by giving them the right information at the right time, putting them in work areas which they will enjoy, and listening to their feedback as we go along.
- All information that volunteers need regarding volunteering is available on the Volunteer page of our website: www.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 **6 October 2021**.
- Volunteers have their own meeting place, hospitality area, and problem-solving center at the Volunteer Base Camp.
- Supervisor roles are available for experienced volunteers.

Application process

- Apply online via www.ubudwritersfestival.com/volunteer.
- After you have sent the registration form, **please wait for our confirmation email in the mid 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 throughout the process.
- Confirmation of volunteer placements will start from **23 August 2021**. We can only accept a limited number of the most appropriate 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 inform us before we send your roster*.



- The rosters will be sent out in **early to mid-September 2021**.
- 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 had a look at our FAQs before you confirm.
- Upon confirmation, we will send a link to our Volunteers group so you can communicate with other volunteers straight away.
- 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

- All access to the Main Program online/on-site (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 for on-site volunteer (vegetarian or non-vegetarian)
- Festival's merchandise (shipping cost not included for the online volunteer)
- 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)

Please note we do not provide

- Meals on non-volunteering days
- Flights or transport from/to Ubud
- Accommodation or any additional expenses
- Visa assistance or sponsorship
- Expenses for COVID-19 test (PCR or Antigen) if required for traveling to Ubud
- Invitation to the Gala Opening and ticketed events other than the Main Program

Volunteer Roles & Work Areas

1. Audio Visual (On-site)
2. Tech Operator* (On-site)
3. Art/Free Events (On-site)
4. Book Launch (Online and On-site)
5. Box Office* (On-site)
6. School Program & CYP (On - site)
7. Film Screenings (On-site)
8. Floater (Responding to task where necessary - On-site))
9. Green Room (On-site)
10. Information Centre (On-site)
11. Indonesian Content Creator (Online and On-site)
12. English Content Creator (Online and On-site)



13. Indonesian Writers Liaison* (Online and On-site)
14. International Writers Liaison* (Online and On-site)
15. Interpreters (On-site)
16. Workshop (Online and On-site)
17. Main Program (Online and On-site)
18. Indonesian Media Centre (Online and On-site)
19. International Media Centre (Online and On-site)
20. Social Media* (Online and On-site)
21. Sign Language Interpreter (Online and On-site)
22. Subtitle Writer Bahasa* (Online)
23. Subtitle Writer English* (Online)
24. Partnership Liaison (On-site)
25. Transport & Accommodation (On-site)
26. MC – Bilingual (On-site)
27. Photographer (On-site)
28. Volunteer Base Camp* (On-site)
29. Video Editor* (On-site)

*This position may start before the Festival

Are you an experienced volunteer?

Supervisors are needed in most areas. Supervisors oversee volunteers, timekeeping, provide information, collect feedback, and liaise with the Festival Management to solve problems.

If you are an experienced volunteer, please consider stepping up to these important roles!

Supervisors need to: (please check)

- Have a minimum of one year's UWRF or UFF volunteering experience within the same area they seek to supervise
- Work at the Festival office one week prior, work 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 Management
- Be patient, professional, friendly, disciplined, polite, and punctual
- Be well presented and polite
- Lead their team
- Work outside of roster hours (if required)
- Write a report about the supervised area after the Festival



- Respect the local culture and people
- No drama

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
- Speak English; Indonesian language is also required in some areas
- Work a minimum of 4 x 5 hours shifts over the 10 days of the Festival
- Put their phone on silent or vibrate during shift hours
- Do not use phones for non-Festival purposes during shift hours
- Communicate well with their Supervisors and Volunteer Coordinator during the Festival

Volunteer Area requirements:

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

Tech Operator

Requirements:

- Experience in operating OBS (Open Broadcasting System), Steamyard, Zoom and YouTube, as well as other similar platforms
- Basic understanding of digital audio and video
- Able to troubleshoot errors when installing or using the platforms

Description:

- Prepare backstage for the Main Program and Workshop, when live streaming and/or pre-recording
- Arrange screen change between speakers and slides from presenters using OBS or Steamyard
- Make sure that the pre-recording sessions go smoothly and upload to the Festival's website afterwards
- Make sure that the live streaming sessions go smoothly



Art/Free Event/Film Program

Ability to:

- Set up and manage Art/Free Events – mostly start in the evening
- Liaise with speakers, artists, liaisons, festival attendees, crews and venues
- Time keeper of each program

Book Launches

Ability to:

- Set up and manage independent events
- Liaise with writers, writer liaisons, festival attendees, publishers, and venues (on-site) or tech operator (online)
- Manage sales and signing of books (on-site)
- Write a report of each event – template will be provided

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)

School Program & CYP (Children and Youth Program)

Ability 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, box office team, venues, and logistics staff
- Time keeper of each program
- Write a report of each event – template will be provided

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.



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
- Able to speak English fluently (highly 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)

Information Center

Experienced in:

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

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
- Note that shifts are not based on rosters, but speaker needs. Most will start work on mid of September 2021

Indonesian & English Content Creator (online or on-site)

Experienced in:

- Writing media releases daily
- Writing interesting quote of each session, include range of topics that are discussed during the panels

Main Programs, Workshops, Special Events

Able to be responsible for:

- The comfort of festival speakers and audiences (online or on-site)



- Customer service; checking passes, ushering (on-site)
- Timekeeping (online or on-site)
- Liaising with Audio Visual, writer's liaison, MCs and logistics staff (on-site)
- Liaising with Tech supports, writer's liaison (online)
- Problem solving
- Ensuring clear communication

International & National Media Center (online or on-site)

Experienced in:

- Liaising with journalists from a variety of media
- Facilitating face-to-face interviews
- Organizing press conferences
- Monitoring and supporting official photographers and videographers
- Google sheets and data management
- Management of press photography

Social Media (online or on-site)

Experienced in:

- Creating Instastories content
- Live twittering
- Coordinating with content creator for the quote of each sessions to be publish on social media

Sign Language Interpreter

Requirements:

- Able to do sign language properly
- Willing to be shown online during live-streaming sessions
- When going online outside of the Festival's studio, make sure to have high-speed internet connection
- Experience in using Zoom meeting

Description:

Help to deliver the content of the live-streaming discussions using sign language.

Indonesian Subtitle Writer

Requirements:

- Able to write in Indonesian, preferably have experience in writing video script/subtitle
- Able to translate English text to Indonesian



Description:

- Transcribe the discussions during the pre-recording sessions to Indonesian as subtitle
- Add the timing with the subtitle script
- Translate English subtitle into Indonesian.

English Subtitle Writer

Requirements:

- Able to write in English, preferably have experience in writing video script/subtitle
- Able to translate Indonesian text to English

Description:

- Transcribe the discussions during the pre-recording sessions to English as subtitle
- Add the timing with the subtitle script
- Translate Indonesian subtitle into English.

Partnership Liaison

Supporting and helping the Partnership team during Ubud Writers & Readers Festival 2021 for on-ground coordination with UWRF Sponsors & Stall Vendors.

Transport & Accommodation

Able to:

- Work 5 hours per day (or more if needed)
- Be a great team player with positive and friendly attitude
- Liaise with liaison for transport arrangement of each speaker/writer
- Coordinate with Driver Coordinator and make sure transport arrangement run smoothly
- Problem solving skill and able to work under pressure

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 Management 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



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

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)

Video Editor

Requirements:

- Video editing experience, especially with seminars displaying one or more speakers
- Experience in using Adobe Premiere or similar applications
- Able to work with a deadline

Description:

- Edit the Festival's pre-recording videos, with around one hour duration
- Check the video quality to make sure all videos follow the Festival guideline
- Add subtitle for pre-recording videos (the subtitle will be given by the translator team)

Festival Transport

The festival provides a shuttle bus (for more information read our FAQ).

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? 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 the Volunteer Base Camp.

UWRF21 Volunteers Facebook/WhatsApp Group

When you are confirmed to be a Festival volunteer, we will invite you to join our UWRF21 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 UWRF21 with the world by using the official hashtag: #UWRF21

UBUD
WRITERS
& READERS
FESTIVAL



08^{to} - 17^{to}
08^{to} 20^{to}
08^{to} 21^{to}



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Orientation

All Volunteers and Supervisors **MUST** attend the Registration and Orientation Session for their specific work area. Sessions will be held on **October 6 2021** at the Ubud Writers & Readers Festival Office on Jl. Raya Sanggingan, Ubud and online. 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, Merchandise Package
- 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

Thank you for being such great volunteers and we look forward to meeting you all!