



Position Description Quality Manager

Summary

Organise feedback from visitors, volunteers and Festival Committee and ensure feedback is recognised and appropriate action taken.

Key responsibilities

- Co-ordinate demographic survey of visitors at reception tables
- Ensure online post-festival survey is activated, promoted and analysed
- Co-ordinate face-to-face surveying of visitors during festival
- Collate feedback from visitors and volunteers through feedback books at venues
- Undertake a review of the festival with the festival committee

Skills required

- Planning and organisation
- Report writing

Tasks and timeline

Date	Tasks/deadlines
May/June	Plan festival surveys including face-to-face and demographic surveys
During festival	Ensure face-to-face and demographic surveys are carried out as planned
Straight after festival	Ensure online survey is published and promoted
July	Collate surveys and report on data Review festival with festival committee

Estimated time commitment

Before/after festival: 10 hours

During festival: Some time commitment, depends on how much assistance is available.

Meetings: Attend all Festival Committee meetings, beginning February.

Reports to

Festival Director

Supervises

Nil

Liaison with

- Volunteer Co-ordinator

Resources required

- Phone, email
- Survey forms

Documentation

- Survey form template