THE SYD

Marketing and Customer Experience Assistant (SYD) – St Jerome's Laneway Festival

OPPORTUNITY DESCRIPTION

Marketing and Customer Experience Assistant with St Jerome's Laneway Festival, Sydney

Opportunity	Marketing and Customer Experience Assistant N.B. This is a volunteer opportunity with an honorarium of $3,750.
Location	In person, Sydney City
Program Period & Frequency	Monday 4 January - Thursday 11 February 2026. 2 days per week in the office, 1 day per week from home. Exact days of the week to be agreed upon with the successful applicant. 150 hours total
Reports to	Rhosian Wooldridge - Communications and Partnerships Manager Vanessa Denis - Customer Experience Manager - Communications, Ticketing & Accreditation

Brief Description

The participant will work across both the marketing and customer experience teams. In marketing, they will support general admin for social media and content creation, including managing content creator admin. In customer experience, they will help with customer service processes, prepare accreditation packs for festival departments and assist with finalising guest services admin.

About The Push

The Push is Australia's youth music charity, backing young people across the country to find their place in music: on stage, in the wings, or in the crowd. We're connecting millions of young people to music through all-ages gigs, workshops, studio access, and industry mentoring, from Busselton to Brunswick.

Young people connect, build confidence and find community through music. We believe everyone should have access, no matter their age or their postcode.

About Music Industry Mentoring

Music Industry Mentoring is a free program that connects young people at the start of their careers with workplace experience across Australia's music industry. The Push places young people in some of Australia's biggest music organisations to gain industry experience, build networks, and develop the skills and confidence to take the next step in their career.

Young people can work across a range of pathways, including live events, production, marketing, the business side of music, and more.

About St Jerome's Laneway Festival

Laneway Festival is one of Australia and New Zealand's best-loved music festivals, championing the artists shaping what's next in music. What started as a small street party in a Melbourne laneway has grown over two decades into a summer ritual, bringing together breakthrough acts and global favourites across every genre. Laneway is all about discovery: catching an artist on a side stage before they're headlining everywhere else, and finding your people in the crowd.

Opportunity Tasks

As the **Marketing and Customer Experience Assistant**, you will develop the following skills by completing the following tasks with support from your mentor:

- **Communication and customer service:** Responded to customer email enquiries about ticketing, event details and accessibility, providing clear, helpful and courteous answers.
- **Develop excellent organisational skills and attention to detail:** Support final accreditation packing and distributed complimentary tickets across all festival departments.
- **Accuracy and quality control:** Proofread customer experience and guest services briefing materials before each event, and cross-checked published FAQs and website content against on-site plans, flagging any gaps.
- **Digital marketing and content coordination:** Support the marketing team with social media and content creation admin, including coordinating with

content creators and keeping track of deliverables, schedules and approvals.

- **Develop strong analytical and problem solving skills** by working with marketing and ticketing teams to gather data and gain insights into audience ticket buying behaviours.
- **Develop excellent time management skills** with a proven ability to meet deadlines through working across several time-sensitive marketing campaigns with overlapping deadlines.
- **Develop an ability to function well in a high-paced environment** through open communication with team members as tasks are completed or become blocked from completion.
- **Develop proficiency with software and applications** (including Google Drive, Microsoft Office Suite, Cobrand) by keeping calendars up-to-date, managing creator content and reporting and updating accreditation and ticketing documents.

About You

Successful applicants will be able to demonstrate their commitment to a career in the music industry through:

- Evidence of pro-actively pursuing training, practical experience or work relevant to this opportunity.
- Current interests and future career goals aligned to the opportunity description.

Volunteer Honorarium

This is a volunteer opportunity for participants to undertake a workplace-based learning program. To ensure this program is accessible to all, The Push will provide participants with an honorarium to help cover the cost of travel and meals on the days of the program. Participants will receive an honorarium of $3,750.

This honorarium is not linked to the number of volunteer hours, and once paid is not subject to any reimbursement obligations.

How to Apply

To apply for this opportunity, head to the application form at thepush.com.au/for-young-people/programs/music-industry-mentoring and when asked "What opportunity are you applying for?" select this role.

Complete the application form, making sure your responses and examples speak directly to the opportunity, and upload a copy of your current CV.

Applications close 5pm AEDT, Monday 30 November 2026.