

Melbourne International Film Festival POSITION DESCRIPTION

POSITION TITLE: Partnerships Coordinator
REPORTS TO: Head of Partnerships

DATES: 11 January – 31 December 2021
HOURS OF WORK: 11 January – 29 January: 3 days per week
1 February – 2 April: 4 days per week
5 April – 24 September: 5 days per week
27 September – 31 December: 3 days per week

ORGANISATION

Established in 1952, the Melbourne International Film Festival (MIFF) is one of the oldest film festivals in the world and the Southern Hemisphere's largest.

An iconic Melbourne event, the festival usually takes place each August in the heart of the city, presenting an acclaimed screening program that showcases the best in current cinema from around the world as well as retrospectives, activations and discussion events. Since its inception, MIFF has been strongly committed to local film, boasting the country's largest showcase of new Australian cinema. MIFF also has a distinguished track record in supporting and promoting filmmaking by and about First Nations peoples.

Owing to the impact of COVID-19, MIFF's 2020 edition was delivered digitally by a small team working from home.

POSITION OVERVIEW

This role is for a highly organised, people-oriented, self-motivated person committed to beneficial partnerships, customer service and supporting an iconic cultural organisation. The Partnerships Coordinator is responsible for ensuring MIFF's fulfilment of contracted deliverables and benefits to MIFF Partners, and that Partners receive a high level of customer service and a consistently high-quality experience in the lead-up to, during and after the festival.

KEY RESPONSIBILITIES

- Work with the Head of Partnerships to ensure the smooth running of day-to-day activities
- Regularly liaise with Partners on day-to-day issues surrounding their partnership activity
- Accurately record all Partners' contracted benefits in the MIFF database
- Maintain the master list of all MIFF Partners and advertisers
- Work with the Head of Partnerships to deliver activation plans for each Partner, ensuring that all contractual obligations are fulfilled at all times
- Desk-based and phone research into existing Partners and new businesses, supporting the Head of Partnerships

- All administrative requirements and needs of the Partnerships department
- Manage relationships with MIFF's hospitality Partners, including organising the signing of contracts and the delivery of contracted benefits
- Track and create visual records of all Partner activity for use in post-festival reporting
- Assist on-site management of Partner activations during the festival period
- Attendance at festival events where Partners are present
- Ensure all Partner ticketing requirements are fulfilled
- Provide a consistently high-quality experience for all Partners in the lead-up to, during and after the festival

SKILLS & EXPERIENCE

- Experience in customer service, account management or sponsorship
- Experience in festivals and/or event management preferred
- Strong communication, literacy, numeracy and interpersonal skills
- Strong organisational skills, with extreme attention to detail and the ability to multitask
- Strong computer skills a must (internet research, Microsoft Office, CRM database)
- Ability to establish trust and respect with internal and external clients
- Ability to work in a fast-paced festival and team environment, adjusting priorities as required and carrying out duties calmly under pressure
- Ability to work independently and to know when to take initiative
- Motivated, can-do attitude and willingness to assist wherever it is required
- Ability to handle confidential information
- Ability to adapt to a flexible work schedule, including some evenings and weekends especially during the peak planning period and the delivery season (May–August).
- Interest in film an advantage

KEY SELECTION CRITERIA

- Demonstrated experience in a festival or event-management role, or extensive customer service / account management or sponsorship experience
- Strong use of systems and processes in order to effectively manage multiple tasks and keep accurate records simultaneously
- Ability to be solutions-oriented, working in a team environment to produce the best possible outcomes
- High level of interpersonal and communication skills, both written and oral, including the ability to develop effective working relationships

HOW TO APPLY

To apply for this position, please send your CV and a cover letter addressing the key selection criteria to jobs@miff.com.au by 5pm on Monday 30 November 2020.