

POSITION DESCRIPTION

POSITION TITLE:	Usher
REPORTS TO:	Venue Coordinator, Assistant Venues Manager, Venues Manager
LIAISES WITH:	Head of Operations, Operations Manager, Data and Ticketing team, Access Coordinator, Volunteers Manager, Programming team
CONTRACT:	31 July – 20 August 2023 General Training: Monday 31 July Venue Training: Tuesday 1 August OR Wednesday 2 August Festival Delivery: 3 August – 20 August
REMUNERATION:	\$30.76 per hour inclusive of casual loading, paid in accordance with Cinema Worker Level 2 of the Broadcasting, Recorded Entertainment and Cinemas Award. This rate is subject to change on 1 July 2023 as per the Award.

The main responsibility of the Usher role is to support the Venue Coordinator in ensuring that MIFF audiences have a safe and enjoyable experience at all Festival screenings and events. The Usher will manage Volunteers whilst on shift, ensuring all MIFF Volunteers are working to a high standard of customer service and are well-versed in all operational front of house duties. The Usher reports directly to the Venue Coordinator, Venues Manager and the Assistant Venues Manager and is a part of the Operations Team which includes the Volunteers Manager and Access Coordinator. They are also expected to work with the wider MIFF team on the smooth and efficient management of the Festival delivery.

The duties of the Usher apply to any, and all, MIFF venues they are assigned to work at as per their rostered shift.

Major Areas of Responsibility:

Customer Service	<ul style="list-style-type: none"> • Offer the best first impression of MIFF for audiences and public – provide an immediate sense of welcome to everyone • Provide superior frontline customer service to MIFF customers • Provide information on Festival events and operations to MIFF customers • Supervise and assist MIFF patrons before, during and after each session. Provide pro-active assistance including directing patrons to box office, other venues and enact any other reasonable requests from the public
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	<ul style="list-style-type: none"> • Ensure all MIFF Deluxe Members and MIFF Circle entitlements are provided and ensure a high level of customer service to these Members • Provide a Duty of Care to all MIFF patrons
Volunteer Management	<ul style="list-style-type: none"> • Train and manage the Volunteer(s) ensuring that all volunteers provide superior customer service, are well-versed in MIFF policies and procedures and FOH processes • Be the first point of call for the Volunteers on shift, ensuring they receive an in-depth briefing at the start of each shift detailing all pertinent FOH information and risk and safety policies and procedures • Provide Volunteers with follow-up briefings prior to each session as required • Ensure Volunteers feel supported in their role, are given a worthwhile learning experience and are given all necessary tools and training to succeed • Create and foster a positive, safe and encouraging environment • Assist with any volunteer issues or concerns, ensuring these are addressed with care and as a matter of urgency. Escalate any concerns to the Venue Coordinator and/or Volunteers Manager as required
Venue Operations	<ul style="list-style-type: none"> • Manage the operations for your allocated screen(s), in conjunction with the Venue Coordinator, in a smooth and efficient manner, ensuring sessions commence as per the programmed schedule, to the best of your ability • Run daily briefings with Volunteers to ensure they are across all pertinent operational information • Organise queues, in conjunction with the Venue Coordinator, ensuring queues are managed well, Deluxe Member and General Public queues are clearly delineated and patrons are in the correct queue • Ensure all tickets are scanned prior to patrons entering the session and ensure that only patrons with a valid ticket or Festival pass are admitted into a MIFF cinema • With assistance from the Venue Coordinator, manage the Deluxe Member queue ensuring these members receive priority entry at all times • Supervise Volunteers in proactively directing patrons to their seats, including maintaining and monitoring any reserved seating and assist where required • Operate Standby queues for all sessions which have reached capacity and process standby tickets in a timely manner in consultation with Box Office staff • Monitor screening content and report any technical issues to Venue Coordinator and/or Projection staff immediately • Clean and clear the cinema at the conclusion of each session and ensure it is ready for the next film before the house is open to patrons

	<ul style="list-style-type: none"> • Complete post-session debrief with Venue Coordinator to ensure any issues or incidents and all pertinent venue operational information is communicated to Venues team and MIFF management
Risk Management	<ul style="list-style-type: none"> • Perform Warden duties as outlined in the MIFF Primary Risk Assessment in the case of an incident or emergency • In conjunction with the Venue Coordinator be responsible for ensuring that all MIFF COVIDSafe guidelines are followed at your venue. MIFF will follow all government directives to provide a COVIDSafe work and event environment. • Ensure all Volunteers have a thorough understanding of any safety and risk procedures including COVIDSafe guidelines and requirements • Monitor crowd conditions and act to prevent, control or contain any problems. Alert the Venue Coordinator to any serious or unresolved issues. In the event of a serious incident, the Usher must submit an incident report to the Venues Manager. • In the case of an evacuation or emergency, act as a Warden for your allocated cinema and/or area following the instructions of the Venue Coordinator and ensure all MIFF patrons, staff and Volunteers are safely evacuated • In the case of incidents, including medical emergencies, Ushers are required to escalate to the Venue Coordinator
Events	<ul style="list-style-type: none"> • As directed by the Events team and any other Operational staff, provide on the ground assistance during Galas, Premieres, functions and talent appearances • In conjunction with the Venues Coordinator, act as stage manager for talent appearances, including Intros and Q+As, ensuring all talent are briefed on the schedule, are trained on mic usage, are assisted before and after the screening and all Intros/Q+As commence on time as per the programmed schedule • Liaise with Projection staff and Technical/Production staff and assist with mic checks and arrangement of any tech equipment for Intros and Q+As and any other duties as required
Access	<ul style="list-style-type: none"> • Adhere to MIFF's Access Initiatives • Work towards making MIFF a leader in accessible events • Ensure you and the Volunteers rostered to your venue understand MIFF's access policies, use accessible language and provide outstanding customer service to any MIFF patrons living with disability • Assist the Access Coordinator with any accessible sessions operating at your venue and perform duties delegated to you by the Access Coordinator • Report back to the Operations Manager regarding accessibility at each venue and work towards improving venue access
Other	<ul style="list-style-type: none"> • Present a positive image of the Festival and the Festival program and sponsors • Be well presented and always conduct yourself in a professional manner whilst at work, including during work-related functions

	<ul style="list-style-type: none"> • Adhere to all MIFF policies and procedures including OHS • Arrive to all shifts on time and use Deputy to sign in and out and keep a record of hours worked • Not attend shifts if not fit to work and communicate with Venues Manager immediately if unable to attend any rostered shift • Provide own clothing to be worn on shifts. Staff must be neat, clean and presentable at all times and clothing must be work appropriate. Ensure you always wear your MIFF lanyard whilst on shift. • Must wear closed-toed shoes to every shift. • In line with your general duties, you may be asked to use your personal mobile phone whilst on shift. MIFF offers no reimbursement for this. If you are unwilling to do so alternatives will be provided to ensure that you can complete your duties. • Take initiative and troubleshoot where necessary • Undertake any other duties as directed by the Venues Manager and/or Assistant Venues Manager
<p>MIFF Values</p>	<ul style="list-style-type: none"> • Contribute to MIFF team morale and maintain professional and positive working relationships with other MIFF staff and volunteers • Demonstrate a willingness to assist other staff and volunteers when necessary • Consistently display respectful behaviour towards other staff, volunteers and festival patrons • Communicate any problems, delays, risks and concerns to the Venues Manager and other appropriate staff immediately, together with recommended solutions if and where possible

INHERENT PHYSICAL REQUIREMENTS

POSITION TITLE: Venue Coordinator, Usher

Primary Actions:

- Communicate with and assist public on a large-scale
- Supervise and assist staff, internal and external stakeholders and guests
- Ticket scanning, queue management
- Proactive assistance with cinema seating and reserved seating
- Duties could take place in brightly lit spaces, dark cinema spaces and/or outdoor spaces
- Use of smartphone device, handheld tablet device, ability to navigate complex database systems, consistent use of screens
- Use of voice projection to make announcements
- Position may require extended periods of standing, use of stairs
- Shifts are 4+ hours in length

Secondary Actions:

- Low to medium manual handling

ACTION	Never	Occasional	Frequent	Continually
Sitting		X		
Standing			X	
Walking			X	
Steps or Stairs			X	
Squatting or kneeling		X		
Bending or twisting		X		
Working at heights < 2m; working with hands above shoulder height		X		
Working at heights > 2m	X			
Reaching forwards or sideways			X	
Gripping or grabbing			X	
Fine hand coordination (typing on smartphone; iPad; computer)			X	
Eye coordination (use of smartphone/computer screen)			X	
Carrying of equipment/printed materials/other		X		
Lifting floor to waist; waist to height		X		
Lifting above shoulder height		X		
Pushing or pulling		X		
Shift work/long hours			X	
Driving (as part of position)	X			