

POSITION DESCRIPTION

POSITION TITLE:	Venue Coordinator
REPORTS TO:	Venues Manager, Assistant 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:	\$33.43 per hour inclusive of casual loading, paid in accordance with Cinema Worker Level 4 of the Broadcasting, Recorded Entertainment and Cinemas Award. This rate is subject to change on 1 July 2023 as per the Award.

The primary role of a Venue Coordinator is to ensure that MIFF audiences have a safe and enjoyable experience at all Festival screenings and events. The Venue Coordinator will oversee Ushers and Volunteers whilst on shift and ensure they are working to a high standard of customer service and are well-versed in all operational front of house duties. They will also be responsible for liaising with external Venue staff to confirm session information and uphold the daily run schedule. Venue Coordinators are expected to work autonomously and use initiative to make ad-hoc operational decisions and to be well-versed in FOH processes. The Venue Coordinator reports directly to the 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 Venue Coordinator 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
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	<ul style="list-style-type: none"> • 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 • 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
Staff Management	<ul style="list-style-type: none"> • Supervise and manage the Usher(s) ensuring that all staff provide superior and efficient customer service, are well-versed in MIFF policies and procedures, risk management information and FOH processes • Oversee the training and management of the Volunteers assigned to your venue ensuring Volunteers feel supported in their role and are given all necessary tools and training to succeed • Monitor the management of the Volunteers ensuring Ushers are managing in a pro-active and professional manner whilst encouraging a positive and safe learning experience • Assist with any staff or volunteer issues or concerns, ensuring these are addressed with care and as a matter of urgency. Escalate any concerns to the Venues Manager as required • Report all staff management issues to the Venues Manager and all volunteer management issues to the Volunteers Manager • Ensure you are creating and fostering a fun, encouraging, open and supportive environment
Venue Operations	<ul style="list-style-type: none"> • Act as the primary operations contact for your rostered venue for both internal MIFF staff and external venue staff and stakeholders • Take initiative and work autonomously to ensure your rostered venue operates in a smooth and efficient manner, ensuring sessions commence as per the programmed schedule, to the best of your ability • Run daily briefings including external Venue staff, Ushers and Volunteers to ensure all MIFF representatives are across all pertinent operational information • Organise queues, in conjunction with the Usher(s), 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 • In conjunction with the Usher(s), manage the Deluxe Member queue ensuring these members receive priority entry at all times • Supervise Usher(s) and Volunteers in proactively directing patrons to their seats, including maintaining and monitoring any reserved seating and assist where required • With assistance from the Usher(s), operate Standby queues for all sessions which have reached capacity and process standby tickets in a timely manner in consultation with Box Office staff

	<ul style="list-style-type: none"> • Monitor screening content and report any technical issues to 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 • Complete in-depth post-shift reporting detailing all major incidents, issues or problems to solve and ensure all pertinent venue operational information is communicated to Venues team and MIFF Management
MIFF Members, MIFF Circle	<ul style="list-style-type: none"> • Ensure that all expectations set regarding MIFF Deluxe Members and MIFF Circle are met and Ushers and Volunteers are briefed on these expectations and requirements • Provide feedback to Venues Manager regarding meeting MIFF Membership expectations
Risk Management	<ul style="list-style-type: none"> • Perform Venue Warden duties as outlined in the MIFF Primary Risk Assessment in the case of an incident or emergency • 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. • Complete daily venue checklists and ensure all safety and risk management standards are being adhered to by all MIFF representatives • Ensure all Ushers and Volunteers have a thorough understanding of any safety and risk procedures • Monitor crowd conditions and act to prevent, control or contain any problems. Alert the Venues Manager, Assistant Venues Manager or external Venue staff to any serious or unresolved issues. In the event of a serious incident, the Venue Coordinator must submit an incident report to the Venues Manager • Ensure all external Venue staff are alerted to incidents such as emergency situations and first-aid and medical incidents • In the case of an evacuation or emergency, ensure all MIFF patrons, staff and Volunteers are safely evacuated • In the case of incidents, including medical emergencies, Venue Coordinators are responsible for following MIFF incident reporting protocols
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 Event Coordinator(s) and Guest team, 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

<p>Access</p>	<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 Usher(s) rostered to your venue understand MIFF’s access policies, use accessible language, are trained on how to use any accessibility devices provided by either MIFF or the external venue, 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
<p>Other</p>	<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 • 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			