

POSITION DESCRIPTION

POSITION TITLE: Volunteer

REPORTS TO: Volunteers Manager, Venue Coordinator, Usher

LIAISES WITH: Operations Manager, Venues Manager, Assistant Venues Manager(s), Ticketing/Box Office, Access Coordinator, Programming

DURATION: 29 July – 20 August 2023
Festival Delivery: 3 August – 20 August
These dates are inclusive of any induction dates, Festival delivery dates and any encore screening dates.

The Volunteer position at MIFF plays an integral role in the successful delivery of all festival screenings and events. The primary responsibility of a Volunteer is to assist the MIFF Usher and Venue Coordinator in ensuring that MIFF audiences have a safe and enjoyable experience. Volunteers will do their utmost to engage MIFF attendees and provide excellent customer service and up to date information. Volunteers will primarily report to Ushers and will be required to attend a Volunteer Induction Day prior to commencing as a Volunteer and a Front of House briefing at the commencement of every shift, run by the Usher or Venue Coordinator at that venue. This briefing will detail all pertinent Front of House and risk/safety information.

Volunteering at MIFF is a great opportunity to engage with the arts and cinema community, collaborate with the wider MIFF team, and gain experience in efficient event delivery.

The duties of the MIFF Volunteer apply to any, and all, MIFF venues as per their rostered shift.

Major Areas of Responsibility:

<p>Customer Service</p>	<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 through ushering, queue management, scanning tickets • Provide information on Festival events and operations to MIFF customers
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	<ul style="list-style-type: none"> • 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
<p>Venue Operations</p>	<ul style="list-style-type: none"> • Attend a Volunteer FOH briefing run by the Usher and/or Venue Coordinator at your allocated venue at the commencement of each shift • Assist MIFF Usher(s) and fellow Volunteers with the operations for your allocated screen and/or foyer space • Maintain and organise queues, as directed by 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 MIFF identification pass are admitted into a MIFF cinema • With assistance from the Usher(s), manage the Deluxe Member queue ensuring these members receive priority entry at all times • Proactively direct patrons to their seats, including maintaining and monitoring reserved seating, where required • Assist the Usher(s) in the operation of the Standby queues for all sessions which have reached capacity, where required • When presented with the opportunity to sit inside a screening, monitor the screening content and audience and report any issues to Usher and/or Venue Coordinator immediately. This opportunity will be determined by FOH staff for each screening. • Assist with any latecomers arriving to sessions, including scanning tickets and directing them to any empty seats inside the cinema • Assist in clearing and cleaning, where reasonable, the cinema at the conclusion of each session and ensure it is ready for the next film before the house is open to patrons • Participate in session debrief with Usher(s) and fellow Volunteers after each session to ensure any issues or incidents are communicated for FOH reporting

<p>Risk Management</p>	<ul style="list-style-type: none"> • Follow the instructions of the Usher (Warden) and Venue Coordinator (Venue Warden) in the event of an emergency or evacuation • In the event of an evacuation, your only responsibility is to ensure your own safety and to proceed to the evacuation point • Ensure you are briefed and understand the emergency and evacuation procedure for your rostered venue. If you are unsure, please ask your Usher(s) and/or Venue Coordinator during the Volunteer FOH briefing at the commencement of your shift • Follow all MIFF COVIDSafe guidelines at all times whilst on shift • Monitor crowd conditions and alert the Usher(s) and/or Venue Coordinator to any serious or unresolved issues • In the case of incidents, including medical emergencies, Volunteers are expected to escalate to the Usher(s) and are not expected to triage incidents.
<p>Events</p>	<ul style="list-style-type: none"> • As rostered and directed by the Operations team, including Usher(s), Venue Coordinator(s) and Volunteers Manager, provide on the ground assistance to MIFF staff during Galas, Premieres, functions and talent appearances • As directed by the Usher(s), assist with any talent appearances, media calls and any Intros and Q&As
<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 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 • Provide feedback given to you by any patrons regarding accessibility to the Usher(s) and Venue Coordinators for FOH reporting • Inclusion Volunteers will self-nominate an interest in joining this team and will be given additional training and responsibilities as directed by the Access Coordinator and Volunteers Manager
<p>Other</p>	<ul style="list-style-type: none"> • Present a positive image of the Festival and the Festival program and partners • Adhere to all MIFF policies and procedures including OHS • Represent MIFF by wearing your MIFF branded Volunteer t-shirt on all shifts. MIFF Volunteers are to be presentable and appropriate for work at all times • Undertake the volunteer duties outlined in this position description across all MIFF screening and event venues • Arrive to all shifts on time and ensure you sign in and out of each shift • Not attend shifts if you are not fit for work and communicate with Volunteers Manager immediately if unable to attend any rostered shift • Must wear closed-toed shoes to every shift.

	<ul style="list-style-type: none"> • Take initiative and troubleshoot where necessary • Undertake any other duties as directed by the Usher(s) and/or Venue Coordinator, where reasonable
MIFF Values	<ul style="list-style-type: none"> • Contribute to MIFF team morale and maintain professional and positive working relationships with other MIFF volunteers and staff • Demonstrate a willingness to assist other volunteers and staff when necessary • Consistently display respectful behaviour towards other volunteers, staff and festival patrons • Communicate any problems, delays, risks and concerns to the Usher(s) or Venue Coordinators or Volunteers Manager immediately

INHERENT PHYSICAL REQUIREMENTS

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Primary Actions:

- Communicating with public; supervise and assist ticketholders and guests
- Ticket scanning, queue management
- Assistance with cinema seating and seat allocations
- Shifts are 4+ hours in length

Secondary Actions:

- Use of voice projection to make announcements
- Duties could take place in brightly lit spaces, dark cinema spaces and/or outdoor spaces
- Low to medium manual handling
- Position may require extended periods of standing, use of stairs

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		X		
Working at heights > 2m	X			
Working with hands above shoulder height; 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			