

## POSITION DESCRIPTION

<b>POSITION TITLE</b>	Guest Coordinator
<b>CONTRACT DATES &amp; HOURS</b>	<p>Position Start Date: 15 July Position End Date: 30 August</p> <p>0.4 FTE (part-time): 15–26 July 2024 0.6 FTE (part-time): 29 July – 2 August 2024 1.0 FTE (full-time): 5–23 August 2024 0.6 FTE (part-time): 26–30 August 2024</p> <p>Reasonable additional hours including nights and weekends are required to be worked during the peak festival period (in July and August).</p> <p>It is a requirement of this position that you are able to work, and do so in the MIFF office, in the months of June to August, during which time no significant periods of annual leave are likely to be approved.</p>
<b>FESTIVAL DATES</b>	<p>8–25 August 2024</p> <p>Some hybrid work may be possible outside the festival delivery period.</p>
<b>LOCATION</b>	Collins Street, Melbourne CBD
<b>SALARY</b>	\$70K pro-rata, plus superannuation

## ABOUT MIFF

Founded in 1952 and now in its 72nd edition, the Melbourne International Film Festival (MIFF) is a highlight of Australia’s cultural calendar, with a long history of bringing Victorians the story of the world through unforgettable screen experiences. Held over 18 days in August and spanning events across metropolitan Melbourne and regional Victoria, MIFF is the largest film festival in the Southern Hemisphere and the world’s largest showcase of new Australian cinema.

MIFF returns in 2024 with the most anticipated titles from the world’s greatest festivals – from Cannes and Sundance to Rotterdam, Berlinale and beyond – and with its vibrant showcase of the local screen sector’s brightest stars. Presented alongside its feature film program are a suite of shorts, cutting-edge XR works, galas, special events, MIFF Talks, festival guests, the MIFF Awards and the Bright Horizons international film competition: one of the richest feature film prizes in the world. Alongside the metropolitan screening program, the festival presents MIFF Regional, MIFF Schools and a selection of titles on its streaming platform.

Alongside the public festival program, MIFF runs industry-focused and capacity-building programs: the co-financing fund Premiere Fund, the talent incubator program Accelerator Lab, the screen content co-production and financing market 37°South, and the Critics Campus program for emerging arts/film critics.

**Our Vision:** An enlightened, inclusive, engaged society through film.

**Our Mission:** To bring you the story of the world through curated and unforgettable screen experiences.

**Core Values:** Creativity, inspiration, integrity, independence.

Filmfest Limited is the parent company that trades as MIFF and MIFF Industry and is a registered charity under the Australian Government’s Register of Cultural Organisations.

**ABOUT THE ROLE**

The Guest Coordinator is a key role within the Guest Services team and carries the primary responsibility of coordinating and managing MIFF’s festival drivers to ensure the seamless and punctual transportation of guests. In conjunction with the Guest Services Manager, this role will additionally provide essential support in coordinating guest schedules, travel arrangements, hospitality services and logistical tasks.

**ORGANISATIONAL RELATIONSHIPS**

**Reports to:** Guest Services Manager

**Direct reports:** None

**Member of team:** The Guest Services team are the main point of contact for all film representatives attending MIFF, responsible for delivering accommodation, travel and the associated logistical arrangements for international and Australian filmmaker guests.

**Key interactions:** Programming, Operations, Finance and Partnerships teams; external publicists; external car supplier.

**AREAS OF RESPONSIBILITY AND DUTIES**

<b>Driver coordination</b>	<ul style="list-style-type: none"> <li>• Oversee the management and scheduling of MIFF’s festival drivers, establishing a clear and proactive communication channel and rostering festival drivers based on availability and specific requirements of guests’ itineraries.</li> <li>• Facilitate the MIFF Festival Driver’s Training Induction by preparing comprehensive training documents and relevant resources, briefing festival drivers on routes, schedules and protocols.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Serve as the primary point of contact for MIFF festival drivers throughout the festival, promptly addressing any issues or inquiries that arise and ensuring a seamless handover to the Guest Services Manager when off-duty.</li> <li>• Maintain accurate and up-to-date records of driver information, schedules and transportation details, providing periodic reports and updates to the Guest Services Manager.</li> </ul>
<b>Guest coordination</b>	<ul style="list-style-type: none"> <li>• Support the Guest Services team in addressing the logistical needs of each guest invited to MIFF. This includes proofing and updating information related to ground transportation, accommodation and flights where applicable.</li> <li>• Assist in developing and maintaining supporting information systems for all guest processes as required.</li> <li>• Provide exceptional customer service to guests when supporting the Guest Services team, addressing their needs and requests promptly and professionally.</li> <li>• Provide consistent and accurate reporting to internal MIFF departments when required.</li> <li>• Attend meetings, communicate with other departments (Publicity, Operations, Industry, Critics Campus, Partnerships and Marketing &amp; Communications) as required.</li> </ul>
<b>Access</b>	<ul style="list-style-type: none"> <li>• Collaborate with the Guest Services Manager and relevant teams to ensure that transportation and services are accessible and inclusive for guests needs and requirements.</li> <li>• Ensure accessible provisions are made clear to guests and guest accessibility requirements are gathered appropriately.</li> </ul>
<b>Budget</b>	<ul style="list-style-type: none"> <li>• Work with Guest Services Manager to consistently monitor costs and maintain accurate and up-to-date records of driver and guest-related expenses, ensuring all are appropriately documented.</li> <li>• Work closely with the Finance department to reconcile and process driver-related invoices and ensure timely payment of the Festival Driver Payroll.</li> <li>• Items of expenditure must be approved by Head of Guest Services &amp; Special Projects, Commercial Operations Director and Finance department, and financial reconciliation is completed in conjunction with Accounts.</li> </ul>
<b>Other duties</b>	<ul style="list-style-type: none"> <li>• Provide a post-festival report, detailing position responsibilities and recommendations.</li> <li>• Any other tasks and duties as reasonably directed by your manager.</li> </ul>
<b>Maintaining good relationships with MIFF staff and stakeholders</b>	<ul style="list-style-type: none"> <li>• Contribute to positive staff morale and maintain professional and productive working relationships with MIFF core and contract staff.</li> <li>• Demonstrate a willingness to assist other staff when necessary.</li> <li>• Contribute to a positive working environment.</li> </ul>

	<ul style="list-style-type: none"> <li>• Display respectful behaviour towards other staff members and festival patrons.</li> <li>• Communicate any problems, delays, risks or concerns to your manager immediately and recommend solutions where possible.</li> <li>• Maintain confidentiality of all MIFF information and intellectual property.</li> </ul>
<b>Adhering to MIFF's Code of Conduct and HR policies</b>	<ul style="list-style-type: none"> <li>• MIFF is committed to a respectful, safe and inclusive workplace that is free from discrimination, harassment, sexual harassment, bullying and victimisation. All MIFF staff and volunteers are expected adhere to MIFF's Code of Conduct. The Code of Conduct and HR Policies will be provided upon acceptance of the role.</li> </ul>

## EXPECTED PHYSICAL REQUIREMENTS

Below is an outline of the expected physical requirements and environmental conditions you will likely encounter while carrying out this position. If you require assistance or accommodations to work within these conditions, or if you require any more information, please contact [jobs@miff.com.au](mailto:jobs@miff.com.au).

### Primary Actions/Conditions

- Sitting at a desk for long periods of time during pre-festival; indoors with air-conditioners.
- Consistent use of screens including laptop, monitor, personal smartphones.
- Ability to navigate complex database systems.
- High levels of communicating to internal and external stakeholders and guests, both in person and via text-based communication systems.
- Ability to multitask in a high-pressure, dynamic environment.
- During the festival period, the position may require extended periods of standing, walking and use of stairs; time outdoors when handling in-person driver coordination.
- During the festival period, the position may require working at night.

### Secondary Actions/Conditions

- Light manual handling

Action/Condition	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 (i.e. working with hands above shoulder height)		X		
Working at heights >2m	X			

Reaching forwards or sideways			X	
Gripping or grabbing			X	
Typing on a smartphone, iPad or computer				X
Working in front of a screen (e.g. smartphone or computer)				X
Carrying of equipment		X		
Lifting floor to waist; waist to height		X		
Lifting above shoulder height		X		
Pushing or pulling		X		
Varied hours and shift duration			X	
Driving (as part of position)	X			

## ABOUT YOU

Below are the **key selection criteria** for this role.

### Essential

- Possess exceptional administrative skills, the ability to navigate complex database systems and demonstrate an understanding of systems.
- Outstanding organisational abilities, pay meticulous attention to detail, and efficiently manage large volumes of data that may be subject to frequent changes at short notice.
- Experience managing relationships with stakeholders.
- Strong self-motivation and the ability to work in a dynamic festival environment.

### Desirable

- Experience with online platforms such as Deputy, Airable and Microsoft Office suite.

## HOW TO APPLY

To apply for this position, or for any queries, contact Roan Johnson, Guest Services Manager, at [jobs@miff.com.au](mailto:jobs@miff.com.au) with 'Guest Coordinator position' in the subject line. When applying, please include the following:

- a cover letter addressing the key selection criteria
- your CV (no more than two pages)

Applications close at **11.59pm AEST on 9 June 2024**.

MIFF is an inclusive and equal-opportunity employer, and welcomes applications from everyone. We especially encourage applications from Aboriginal and Torres Strait Islander people, members of the LGBTQIA+ community, culturally diverse people, d/Deaf people, neurodivergent people and people living with a disability.