

POSITION DESCRIPTION

POSITION TITLE	Guest List Coordinator
CONTRACT DATES & HOURS	<p>Full-time: Monday 10 June – Friday 30 August 2024 (12 weeks)</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>
FESTIVAL DATES	<p>8–25 August 2024</p> <p>Some hybrid work may be possible outside the festival delivery period.</p>
LOCATION	Collins Street, Melbourne CBD
SALARY	\$68,556.80 pro-rata + 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 List Coordinator is responsible for the administration of guest lists and ticketing across all events for the 2024 festival, including the Opening Night Gala, Music on Film Gala, MIFF Awards, select premieres and other events. Working closely with MIFF’s Philanthropy & Membership Manager, this position will ensure all invitees receive accurate and timely invitations, outstanding RSVP’s are followed up and that confirmed guests receive accurate and timely event confirmations and tickets.

The Guest List Coordinator is a pivotal role for the internal festival team and invited guests including MIFF’s Government stakeholders.

The Guest List Coordinator will be expected to maintain an accurate number of confirmed guests for all MIFF events at all times to assist with event planning and delivery.

The role requires advanced knowledge of MIFF’s IT systems, including Airtable (CRM database), Campaign Monitor (EDM software), and Ferve (ticketing system).

ORGANISATIONAL RELATIONSHIPS

Reports to: Philanthropy & Membership Manager

Direct reports: None

Member of team: The Philanthropy & Membership team is responsible for generating vital revenue for the delivery of the festival via donations and memberships. The team is also responsible for managing the customer journey of these stakeholders throughout their interaction with & attendance at the festival.

Key interactions: MIFF’s invited event guests, MIFF’s Heads of Department and Senior Leadership Team, MIFF’s external publicity agency.

AREAS OF RESPONSIBILITY AND DUTIES

Festival guest lists	<ul style="list-style-type: none"> • Using Airtable (MIFF’s CRM tool/database), coordinate the Master Guest List for each festival event incorporating input from all MIFF departments. • Draft and receive approval on the invitation for each festival event. • Collaborate with MIFF internal team to ensure guest details are accurate and up-to-date in keeping with the Critical Path.
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	<ul style="list-style-type: none"> • Ensure all invited guests receive timely and accurate invitations to festival events. • Monitor the open rate and RSVPs to all festival events, maintain a tally of confirmed guests over time for each event. • Keep records of guest accessibility and dietary requirements where necessary for festival events. • Ensure all confirmed guests receive a clear and timely event confirmation, with all necessary details prior to each festival event. • Be the first point of contact for all enquiries from guests relating to festival events. • Coordinate guest seating allocations for applicable festival events. • Using Ferve (MIFF's ticketing system), ensure all guests receive accurate and timely tickets to festival events. • Develop a thorough understand of MIFF systems including Airtable (database), Campaign Monitor (CRM) and Ferve (ticketing system) • Ensure guest list timelines are adhered to for each event (invitation send dates, RSVP cut-off dates, event confirmation send date, distribution of tickets).
Philanthropy and VIPs	<ul style="list-style-type: none"> • Assist in producing event itineraries for MIFF Ambassadors • Assist in producing event itineraries for the MIFF Board • Assist in responding to and actioning ticketing enquiries from the MIFF Circle. • Assist in delivering contracted ticketing requirements for MIFF's government and corporate partners. • Assist with thanking MIFF's annual appeal donors via emails and postcards. • Assist in maintaining the Philanthropy database on Airtable.
Events	<ul style="list-style-type: none"> • Attend MIFF special events to provide ticketing support where necessary. • Assist in hosting VIPs (MIFF Circle Patrons, MIFF corporate partners, MIFF Board members, MIFF Ambassadors, MIFF government partners) at festival events.
Other duties	<ul style="list-style-type: none"> • Any other tasks and duties as reasonably directed by your manager.
Maintaining good relationships with MIFF staff and stakeholders	<ul style="list-style-type: none"> • Contribute to positive staff morale and maintain professional and productive working relationships with MIFF core and contract staff. • Demonstrate a willingness to assist other staff when necessary. • Contribute to a positive working environment. • Display respectful behaviour towards other staff members and festival patrons. • Communicate any problems, delays, risks or concerns to your manager immediately and recommend solutions where possible.

	<ul style="list-style-type: none"> Maintain confidentiality of all MIFF information and intellectual property.
Adhering to MIFF's Code of Conduct and HR policies	<ul style="list-style-type: none"> 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.

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.

Primary Actions/Conditions

- Sitting at an office desk (brightly lit, air conditioned, carpeted floor) consistent use of computer screens.
- Consistent use of complex database systems.

Secondary Actions/Conditions

- Standing, hosting and assisting guests at festival venues and screenings.
- Duties could take place in brightly lit spaces, or dimly lit cinema spaces/foyers.
- Walking, catching public transport, or travelling via car to different MIFF venues.
- Occasional manual handling of alcohol and other stock for the festival.

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

- Previous experience in VIP ticketing, VIP customer service or guest list management.
- Demonstrated high level of attention to detail.
- High level of interpersonal and communication skills, both written and oral, including the ability to develop effective working relationships with a variety of stakeholders.
- High level of IT proficiency, quick to adapt to new systems and use them confidently.
- Previous experience developing effective working relationships across a large team.

Desirable

- Previous experience developing event seating plans.
- Previous experience with relevant IT Systems: Airtable, Campaign Monitor and Ferve.
- An interest in philanthropy or stakeholder management for arts organisations.
- Existing knowledge of film industry stakeholders including government.

HOW TO APPLY

To apply for this position, please fill out this [Application Form](#). For questions, please contact Sophie Scott, Philanthropy & Membership Manager, at jobs@miff.com.au with 'Guest List 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 Sunday 26 May 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.