

POSITION DESCRIPTION

POSITION TITLE	Partnerships Coordinator
CONTRACT DATES & HOURS	<p>1.0 FTE: 1 July – 8 August 2024</p> <p>1.2 FTE: 8–26 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 July 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	<p>\$70,000 per annum (pro-rata) + superannuation</p> <p>Or as per relevant Award</p>

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 Partnerships Coordinator is responsible for supporting MIFF's activations and partner events, fulfilling contracted deliverables and benefits to MIFF Partners, and ensuring Partners receive a high level of customer service in the lead-up to and during the festival in August 2024. This role is for a highly organised, customer-oriented person committed to meaningful partnerships, executing partner deliverables to a high standard and supporting an iconic cultural organisation.

MIFF's Partners are vital to the success of the festival. This key client-services role is tasked with working in the small professional team to ensure that MIFF's Partners achieve their desired outcomes, have an outstanding festival experience and continue working with MIFF.

ORGANISATIONAL RELATIONSHIPS

Reports to: Head of Partnerships

Direct reports: None

Member of team: The Partnerships team is a dedicated resource tasked with revenue generation to support the festival. The festival is majority-funded via non-government sources, and the cash and in-kind revenue generated by the team is vital to the organisation.

Key interactions: MIFF partners; external agencies; MIFF's Marketing, Programming and Operations teams

AREAS OF RESPONSIBILITY AND DUTIES

Relationship building and partner liaison	<ul style="list-style-type: none"> • Work with the Head of Partnerships and Partnerships Specialist to ensure the smooth running of day-to-day activities in the lead-up to and over the festival period. • Liaise with Partners on day-to-day issues surrounding their partnership activity specifically during the delivery period, in particular focusing on social and eDM deliverables in consultation with the Marketing team. • Providing excellent customer service to Partners and ensuring all contractual benefits are delivered to a high standard.
Databasing and documentation	<ul style="list-style-type: none"> • Accurately record all Partners' contracted benefits in the MIFF database and ensure execution within the festival delivery period.
Intra-team communication and collaboration	<ul style="list-style-type: none"> • Maintain consistent dialogue with the Head of Partnerships and Partnerships Specialist to ensure the smooth delivery of Partner benefits, ensuring that all contractual obligations are fulfilled at all times.
In-festival support	<ul style="list-style-type: none"> • Assist with on-site management of Partner activations during the festival period. • Attendance at festival events where Partners are present. • Manage all Partner ticketing requirements over the festival period. • Administrative requirements and needs of the Partnerships department as needed. • Support the Partnerships Specialist to coordinate relationships with MIFF's hospitality Partners, including the delivery of contracted benefits.
Other duties	<ul style="list-style-type: none"> • Any other tasks and duties as reasonably directed by the Head of Partnerships and Partnerships Specialist.
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. • 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 a desk in indoor air-conditioned office with carpeted floors
- Use of smartphone device, ability to navigate complex database systems, consistent use of screens
- Walking, driving or catching public transport to external meetings

Secondary Actions/Conditions

- Manual handling of alcohol stock
- Using a trolley over short distances to move stock
- Assisting Partners and VIP guests at venues and screenings across the festival
- Walking, driving or catching public transport to different MIFF venues
- Duties could take place in brightly lit spaces, dark cinema spaces and/or outdoor spaces

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.

- Experience in customer service, account management or sponsorship
- Experience in festivals and/or event management preferred
- Strong communication, literacy, numeracy and interpersonal skills
- Strong organisational skills, with extreme attention to detail and the ability to multitask
- Strong computer skills a must (internet research, Microsoft Office, CRM database)
- High level of interpersonal and communication skills, both written and oral, including the ability to develop effective working relationships
- Ability to work in a fast-paced festival and team environment, adjusting priorities as required and carrying out duties calmly under pressure
- Ability to work independently and to know when to seek advice
- Motivated, can-do attitude and willingness to assist wherever it is required
- Ability to handle confidential information
- Ability to adapt to a flexible work schedule, including evenings and weekends during the delivery period

HOW TO APPLY

To apply for this position, please fill out this [Application Form](#). For any queries, contact Georgina Wills, Head of Partnerships, at jobs@miff.com.au with 'Partnerships Coordinator position' in the subject line. When applying, please include the following in your application form:

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

Applications close at **5pm AEST on Friday 14 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.