

POSITION DESCRIPTION

POSITION TITLE	Volunteer
REQUIRED DATES & HOURS	3–25 August These dates are inclusive of any induction dates, festival delivery dates and any encore screening dates. A minimum of six (6) shifts is required across the festival dates. Shifts are between three (3) and five (5) hours.
FESTIVAL DATES	8–25 August 2024
LOCATION	Melbourne CBD and metropolitan venues

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 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 to ensure 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 be required to attend the MIFF Induction Day prior to commencing as a Volunteer and attend a Front of House briefing at the commencement of every shift.

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.

ORGANISATIONAL RELATIONSHIPS

Reports to: Volunteers Manager, Operations Coordinators, Venue Coordinators, Ushers. Hereafter referred to as ‘Supervisor(s)’.

Key interactions: Head of Operations, Operations Manager, Front of House Manager, Events Manager and Events team, Box Office Manager and Box Office team

AREAS OF RESPONSIBILITY AND DUTIES

Customer service	<ul style="list-style-type: none"> Offer the best first impression of MIFF for audiences and public. Provide superior frontline customer service to MIFF attendees through ushering, queue management, scanning tickets and wayfinding. Provide information on festival events and operations to MIFF patrons. Proactively assist MIFF attendees, including directing to Box Office, other screening and event venues, and any other reasonable requests. Ensure all MIFF Deluxe Members and MIFF Circle entitlements are provided and ensure a high level of customer service.
Venue operations	<ul style="list-style-type: none"> Attend a Volunteer FOH briefing at your allocated venue at the commencement of each shift. Assist Supervisor(s) and fellow Volunteers with the operations for your allocated area. Maintain and organise queues, as directed by Supervisor(s), ensuring Deluxe Member and General Public queues are clearly delineated and patrons are in the correct queue. Assist Supervisor(s) to manage the Deluxe Member queue, ensuring these members receive priority entry where appropriate. Ensure all tickets are scanned prior to patrons entering the session.

	<ul style="list-style-type: none"> • Ensure that only patrons with a valid ticket or MIFF identification pass are admitted into a MIFF cinema. • Proactively direct patrons to their seats, including maintaining and monitoring reserved seating. • Assist patrons to find their allocated seat in relevant venues or for specific special events. • Assist Supervisor(s) in the operation of the Standby queues for sessions that have reached capacity. • When presented with the opportunity to sit inside a screening, monitor the screening content and audience, and report any issues to your Supervisor(s) immediately. This opportunity will be determined by FOH staff for each screening and viewing films whilst on shift is not guaranteed. • Assist with any latecomers arriving to sessions, including scanning tickets and directing them to any empty seats inside the cinema. • Participate in session debrief with Supervisor(s) and fellow Volunteers after each session to ensure any issues or incidents are communicated for FOH reporting.
Risk management	<ul style="list-style-type: none"> • Follow the instructions of your Supervisor(s) in the event of an emergency or evacuation. • Ensure you are briefed and understand the emergency and evacuation procedure for your rostered venue. • Monitor crowd conditions and alert the Supervisor(s) to any serious or unresolved issues. • In the case of incidents, including medical emergencies, Volunteers are expected to escalate to Supervisor(s) and are not expected to triage incidents.
Events	<ul style="list-style-type: none"> • As rostered and directed by the Operations team, provide on-the-ground assistance to MIFF staff during major, elevated and standard MIFF events and premieres. • As directed by the Supervisor(s), assist with any talent appearances, media calls and any intros and Q&As.
Access and inclusion	<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 disabled MIFF attendees. • Assist with any accessible sessions at your venue and perform duties delegated to you by your Supervisor(s). • Provide feedback given to you by any patrons regarding access and inclusion to Supervisor(s) for FOH reporting.
Other	<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.

	<ul style="list-style-type: none"> • Represent MIFF by wearing your MIFF-branded Volunteer T-shirt on all shifts. • 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. • Wear closed-toe shoes to every shift. • Take initiative and troubleshoot where necessary. • Undertake any other duties as directed by your Supervisor(s) where reasonable.
<p>Maintaining good relationships with MIFF staff and stakeholders</p>	<ul style="list-style-type: none"> • Contribute to positive morale and maintain professional and productive working relationships with MIFF staff and fellow volunteers. • Demonstrate a willingness to assist others when necessary. • Contribute to a positive environment. • Display respectful behaviour towards other staff, fellow volunteers and festival patrons. • Communicate any problems, delays, risks or concerns to your supervisor immediately and recommend solutions where possible. • Maintain confidentiality of all MIFF information and intellectual property.
<p>Adhering to MIFF's Code of Conduct and HR policies</p>	<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

volunteers@miff.com.au

Primary Actions/Conditions

- Communicating with public; supervise and assist ticketholders and guests
- Ticket scanning, queue management
- Assistance with cinema seating
- Position may require extended periods of standing, use of stairs
- Shifts are 3+ hours in length

Secondary Actions/Conditions

- 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
- Use of smartphone device or laptop; ability to navigate complex rostering systems and consistent use of screens

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			

ABOUT YOU

What makes a MIFF volunteer?

- Passion and enthusiasm for MIFF and the cinema experience
- A willingness to engage with the general public in a friendly and professional manner
- A desire to be part of a team
- Confidence in English
- A commitment to making the festival a fantastic and memorable experience for all MIFF audiences

What we are looking for in your written application:

- **Passionate.** MIFF volunteers are lovers of film, arts, coffee, Melbourne and much more. You don't need to be a cinema expert, but we want to see what you're passionate about.
- **Interested in learning.** Has an open mind and willingness to learn from the experience.
- **Availability.** We ask all volunteers to attend an in-person Induction Day, and all first-time MIFF volunteers must attend an in-person interview. Unavailability for these dates or during the festival may impact the outcome of your application.

What we are looking for in an interview:

- **Collaboration.** Works with others in a collegial manner. Someone who values every member of the team equally and makes their teammates feel heard.
- **Participation.** A MIFF volunteer doesn't have to be the loudest person in the room, but they are keen to connect with those around them.
- **Engagement.** A MIFF volunteer is eager to learn; they listen to instructions, ask questions when needed and aim to complete all tasks given to them.