

## POSITION DESCRIPTION

<b>POSITION TITLE</b>	<b>Membership &amp; Philanthropy Coordinator</b>
<b>CONTRACT DATES &amp; HOURS</b>	<p>Full time fixed term for 12-months with potential to extend on successful completion of the initial term.</p> <p>Reasonable additional hours including nights and weekends during the peak festival period (July and August) – and regular evening events throughout the year.</p> <p>It is a requirement of this position that the successful candidate is able to work in the months of June to August, during which time no significant periods of annual leave can be taken.</p>
<b>FESTIVAL DATES</b>	<p>7 – 24 August 2025</p> <p>6-23 August 2026</p> <p>Note that hybrid working arrangements may be possible outside the festival delivery period.</p>
<b>LOCATION</b>	Level 4, 461 Bourke Street, Melbourne
<b>SALARY</b>	\$75,000 plus superannuation

## ABOUT MIFF

Founded in 1952, the Melbourne International Film Festival (MIFF) is Australia’s most significant screen event. As the country’s leading charity for film, MIFF occupies a unique position in Australia’s cultural landscape, with its 18-day festival of cinema held each August across metropolitan Melbourne and regional Victoria. The festival serves as a vital link between local and international filmmakers and Australian audiences and stands as a cornerstone of Melbourne’s cultural calendar. It is the largest film festival in the Asia Pacific and the world’s premier showcase for new Australian cinema.

In 2025, MIFF will return with a survey of highly anticipated films from global festivals such as Cannes, Sundance, Rotterdam, and Berlin, alongside an exhibition of emerging Australian talent. The festival’s program includes features and shorts, immersive XR works, gala screenings, filmmaker talks, and high-profile festival guests. This year, MIFF returns with the MIFF Awards including the Bright Horizons international film competition, one of the richest feature film prizes worldwide. And once again MIFF extends its reach through MIFF Regional, MIFF Schools, and a selection of films available on its streaming platform.

Beyond its public program, MIFF is deeply invested in the growth of the screen industry and the development of emerging talent. The organisation runs a variety of industry-focused initiatives including the MIFF Premiere Fund, the Accelerator Lab talent incubator, the 37°South film financing market, and the Critics Campus program, which nurtures the next generation of writers and critics.

Filmfest Limited trades as Melbourne International Film Festival (MIFF) and is a registered charity.

**ABOUT THE ROLE**

This pivotal customer-facing role sustains and expands MIFF through its membership and philanthropic programs and ensures the smooth operation of the office. Reporting to the Head of Philanthropy & Festival Development, the position is the primary contact for MIFF Members, managing a year-round program of preview screenings and creating new initiatives to attract and retain members. The role also supports the growth of the MIFF Circle philanthropy program, assists with donor cultivation and stewardship, assists with grant writing and leads coordination of an annual fundraising appeal. Additionally, the role oversees festival guest lists, supports the CRM database (Airtable), and supports efficient running of the MIFF office.

**ORGANISATIONAL RELATIONSHIPS**

**Reports to:** Head of Philanthropy & Festival Development

**Direct reports:** Guest List Coordinator (Seasonal)

**Key interactions:**

Internal: CEO, Commercial Operations Director, Head of Marketing & Communications, Head of Systems & Tickets, Digital Content Manager, Festival Box Office and Operations teams.

External: MIFF Members and donors, venue partners, industry stakeholders, external PR agency, MIFF Ambassadors.

**AREAS OF RESPONSIBILITY AND DUTIES**

<p><b>Membership</b></p>	<ul style="list-style-type: none"> <li>• Be the main point of contact for all MIFF membership enquiries, managing all aspects of renewals and welcoming new joiners</li> <li>• Develop the benefits and experience of MIFF Members, MIFF Deluxe Members and U26 Members, working to ensure high renewal rates and income growth</li> <li>• Manage the delivery of year-round member screenings – ensuring all events are successfully promoted, attended and produced</li> <li>• Assist in the preparation of the monthly Member’s EDM newsletter</li> <li>• Maintain and administrate all Membership records on the Ferve ticketing system, ensuring data accuracy and effective reporting</li> <li>• Maintain the monthly Member report and provide accurate management information against targets</li> </ul>
<p><b>Philanthropy</b></p>	<ul style="list-style-type: none"> <li>• Be the primary point of contact for a portfolio of donors</li> <li>• Implement an annual program of donor events and engagement</li> <li>• Support the cultivation and stewardship of major donors</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintain and develop the philanthropy database, and ensure accurate records are added to the ticketing system</li> <li>• Generate invoices, receipts and thank-you letters – and keep the donor list up to date</li> <li>• Support prospect research, generating ideas for new contacts and growth</li> <li>• Manage the implementation of an annual fundraising appeal</li> <li>• Support funding applications to specific Trusts and Foundations</li> <li>• Support the growth and delivery of the MIFF Ambassador Program</li> </ul>
<b>Office Admin &amp; Systems</b>	<ul style="list-style-type: none"> <li>• Take responsibility for the administration of gala guest lists, including supervision of seasonal staff and implementation of system improvements</li> <li>• Suggest and implement improvements to the CRM database (Airtable) to support relationship management across departments</li> <li>• Monitor multiple email inboxes and respond in a timely manner. Be the first point of contact for out-of-season enquiries at the MIFF office</li> <li>• Assist with office administration including ordering consumables, stationery, staff activities, OHS etc</li> </ul>
<b>Other duties</b>	<ul style="list-style-type: none"> <li>• Keep abreast of who's who in Melbourne and in the Australian filmmaking community</li> <li>• Represent MIFF positively at all times and champion the organisation's mission, values and screen sector status</li> <li>• Support the team on other projects and new initiatives as required</li> <li>• Any other tasks and duties as reasonably directed</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 staff</li> <li>• Demonstrate a willingness to assist other staff when necessary</li> <li>• Contribute to a positive working environment</li> <li>• Display respectful behaviour towards other staff members and festival patrons</li> <li>• Communicate any problems, delays, risks or concerns to the 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

- primarily sitting/standing at a desk
- Indoor airconditioned office with carpeted floors

### Secondary Actions/Conditions

- Occasional evening work at preview screenings, events, dinners and parties

Action/Condition	Never	Occasional	Frequent	Continually
Sitting				<b>x</b>
Standing			<b>x</b>	
Walking			<b>x</b>	
Steps or stairs		<b>x</b>		
Squatting or kneeling	<b>x</b>			
Bending or twisting	<b>x</b>			
Working at heights <2m (i.e. working with hands above shoulder height)	<b>x</b>			
Working at heights >2m	<b>x</b>			
Reaching forwards or sideways	<b>x</b>			
Gripping or grabbing	<b>x</b>			
Typing on a smartphone, iPad or computer				<b>x</b>
Working in front of a screen (e.g. smartphone or computer)				<b>x</b>
Carrying of equipment		<b>x</b>		
Lifting floor to waist; waist to height		<b>x</b>		
Lifting above shoulder height	<b>x</b>			
Pushing or pulling	<b>x</b>			
Varied hours and shift duration		<b>x</b>		
Driving (as part of position)		<b>x</b>		

## ABOUT YOU

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

### Essential

- 1-3 years' experience working in a related role in a busy office, ideally in the not-for-profit or cultural sectors.
- Experience or demonstrable understanding of cultural sector philanthropy and/or membership programs. Willingness to learn and develop fundraising skills.
- Outstanding communication skills including interpersonal, written and demonstrated ability to build positive relationships with a wide range of stakeholders.
- Excellent administrative skills – including strong experience in use of the Microsoft suite, CRM and ticketing systems. Ability to devise and implement system improvements.
- Experience with event management, and in particular, guest list management.
- A positive 'hands-on' approach – willingness to work autonomously, embrace new tasks and problem solve.

#### **Desirable**

- Experience with high-net-worth individuals and high-profile talent.
- Some public speaking experience.
- Affinity with the experience and values of MIFF and screen sector knowledge.

#### **HOW TO APPLY**

To apply for this position, please prepare:

- a brief cover letter addressing the key selection criteria, and describing how your skills and experiences will help you excel in this role
- your CV (no more than two pages)

**Please upload both documents via [this form](#).**

**The application deadline is 11.59pm AEDT/AEST on Sunday 16 February 2025.**

If you have any issues submitting your application, please send an enquiry to [jobs@miff.com.au](mailto:jobs@miff.com.au)

If you would like to discuss your application before submitting, please contact Brad Macdonald at [philanthropy@miff.com.au](mailto:philanthropy@miff.com.au)

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.