

## POSITION DESCRIPTION

<b>POSITION TITLE</b>	Volunteers Manager
<b>CONTRACT DATES &amp; HOURS</b>	<p>0.6 FTE: 19 May – 13 June 2025</p> <p>1.0 FTE: 16 June – 25 July 2025</p> <p>1.2 FTE: 28 July – 24 August 2025</p> <p>1.0 FTE: 25 August – 5 September 2025</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>7–24 August 2025</p> <p>Some hybrid work may be possible outside the festival delivery period.</p>
<b>LOCATION</b>	Bourke St, Melbourne CBD
<b>SALARY</b>	\$75,350 per annum pro-rata + superannuation

## ABOUT MIFF

Founded in 1952 and now in its 73<sup>rd</sup> 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 2025 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 MIFF Volunteers Manager is a key role within the Operations team and encompasses all aspects of the recruitment, training, and ongoing management and support of the MIFF volunteer program. A critical element of the role is to provide oversight over volunteer interaction with ticketholders to ensure outstanding customer service. The Volunteers Manager, in conjunction with the Operations Manager, will also liaise with and act as a point of contact for internal MIFF staff regarding volunteer resourcing and as advocate for the ongoing development of the volunteer program.

**ORGANISATIONAL RELATIONSHIPS**

**Reports to:** Operations Manager

**Direct reports:** Volunteers

**Member of team:** The Operations Team is responsible for MIFF venues operations, event planning and management, film materials technical delivery, operational risk management, and legal and insurance compliance for these areas.

**Key interactions:** Head of Operations, Technical Manager, Events Manager, Front of House Manager, Technical Coordinator, Technical Production Coordinator, Operations Coordinators, Events Coordinators, Access Coordinator, Ticketing and Box Office team, Programming team, Guest Services & Special Projects team, Venues Coordinators and Ushers.

**AREAS OF RESPONSIBILITY AND DUTIES**

<b>Operations Leadership</b>	<ul style="list-style-type: none"> <li>Train, lead, motivate and manage the volunteer team of 300 + volunteers</li> <li>Act as communications support to the Operations Manager, as well as other internal MIFF departments, regarding volunteers and ensure collegial relationships through timely and effective communication</li> <li>In conjunction with the Operations Manager, Front of House Manager and Technical team, create and implement operational and communication plans for the festival and ensure they are followed by volunteers</li> </ul>
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	<ul style="list-style-type: none"> <li>• Work in a collegial manner and liaise with and support other members of the Operations team and other key MIFF staff</li> </ul>
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>• Perform Area Warden duties outlined in the MIFF Safety and Emergency Management Plan (SEMP) in case of incident or emergency</li> <li>• Familiarise yourself with the MIFF Risk Management Plan for the festival and recommend any relevant updates to the Operations Manager and Risk Management Consultant.</li> <li>• Familiarise yourself with the Volunteer Insurance Policies and Volunteer Terms of Engagement</li> <li>• Ensure Volunteers receive training and have a thorough understanding of risk management policies and procedures, responsibilities in first aid, and emergency and evacuation procedures</li> <li>• Assist with incident, occupational health and safety, emergency and crisis management, as per festival policies, and provide accurate documentation and incident reports if and when required</li> <li>• Monitor, track and triage risk management reporting to ensure all reports are resolved in a timely manner</li> <li>• Proactively audit, maintain and troubleshoot MIFF operations relating to volunteers to ensure all practice is aligned with the MIFF Risk Management Plan</li> </ul>
<b>Recruitment and Staffing</b>	<ul style="list-style-type: none"> <li>• In conjunction with the Operations Manager, lead the recruitment and onboarding process for Volunteers</li> <li>• Ensure Volunteers read and sign Terms of Engagement and the Volunteer Agreement and ensure guidelines are met</li> <li>• Ensure volunteers read and abide by the MIFF Code of Conduct</li> <li>• In conjunction with the Operations Manager and Front of House Manager, determine volunteer levels for all screening venues in line with the program</li> <li>• Proactively maintain the ongoing management of rosters, session changes and volunteer allocations</li> <li>• In collaboration with the Operations Manager, Front of House Manager, Technical team and Access Coordinator, create and deliver consistent training material to be used for all casual staff and volunteers (primarily, training manuals, handbooks, induction/training days and all staff briefings)</li> <li>• Manage and support volunteers to deliver a seamless experience for MIFF attendees and fulfil the responsibilities outlined in their position descriptions. Subsequently, intervene and manage volunteers that are not meeting expectations.</li> <li>• Ensure all issues with volunteers are reported to the Operations Manager and addressed in a timely manner</li> <li>• Prioritising a learning and upskilling environment where volunteers are encouraged to try new skills and challenge themselves</li> <li>• Act as a point of escalation for volunteers throughout the festival delivery period and escalate any serious matters to the Operations Manager</li> </ul>
<b>Volunteer Management</b>	<ul style="list-style-type: none"> <li>• In conjunction with the Operations Manager, Front of House Manager, Access Coordinator and other key MIFF staff, set, document and execute the strategy for the volunteer program, including onboarding, training, consistent communication, ongoing support and volunteer engagement</li> </ul>

	<ul style="list-style-type: none"> <li>• Actively strive to develop the volunteer program and advocate for volunteers to ensure they have a positive MIFF experience, and to maintain engagement and retention of returning volunteers</li> <li>• Proactively maintain communication with volunteers in the lead-up to the festival and throughout festival delivery to create a sense of community. Ensure volunteers have access to relevant festival information and open channels to provide feedback</li> <li>• Foster a positive volunteer experience through meaningful engagement initiatives, including acknowledging volunteer contributions, providing opportunities for skill development and networking, and creating a supportive and inclusive environment for volunteers to thrive</li> <li>• Ensure a collegial working relationship between volunteers, Front of House staff, Technical staff and Box Office/Ticketing staff and communicate any issues to Operations Manager</li> <li>• Ensure that any additional requirements for volunteers at ACMI are communicated clearly, and that both ACMI and MIFF policies and procedures are followed when recruiting volunteers to work at ACMI</li> <li>• Perform regular external venues visits throughout the festival delivery period to proactively maintain a high standard of customer service by volunteers to ensure an exemplary experience for all MIFF attendees</li> <li>• Liaise with Front of House Manager and Front of House staff to ensure volunteers receive correct, up-to-date and relevant briefings prior to the commencement of each screening and are managed effectively while on shift within a supportive and welcoming environment</li> <li>• Review Front of House daily reporting and triage any issues related to Volunteers, escalating to Operations Manager where required</li> <li>• Ensure MIFF is meeting the obligations noted in the Volunteer Agreement, including offers of tickets, support and communication</li> </ul>
<b>Access and Inclusion</b>	<ul style="list-style-type: none"> <li>• Assist the Access Coordinator in the execution of access and inclusion training for volunteers</li> <li>• Champion inclusive language across the volunteer team</li> <li>• Work in conjunction with the Access Coordinator and Operations Managers to ensure any volunteer living with a disability is supported and any adjustments are made to ensure this person can carry out their duties effectively</li> <li>• Ensure that volunteers have a thorough understanding of and confidence in MIFF’s access policies, delivery of accessible services, and provide outstanding customer service to any d/Deaf and disabled MIFF attendees</li> <li>• Proactively audit and report areas of improvement regarding accessibility to the Operations Manager</li> </ul>
<b>Events</b>	<ul style="list-style-type: none"> <li>• Support the Events Manager and Operations Manager in the delivery of all MIFF events including major and elevated events, primarily ensuring that events have adequate volunteer resourcing and volunteer staff are briefed</li> <li>• For MIFF screenings with activations, ensure volunteers are briefed to guarantee a smooth-running session, including introductions and Q&amp;As, photo calls and red-carpet arrivals</li> </ul>
<b>Meetings and Reporting</b>	<ul style="list-style-type: none"> <li>• Participate and contribute to operational production meetings and staff meetings as required</li> <li>• Be well presented and always conduct yourself in a professional manner while at work, including work-related functions</li> </ul>

	<ul style="list-style-type: none"> <li>• Keep regular office hours in the lead-up to the festival with an understanding that out-of-office hours will be required during the festival delivery. These will be scheduled as directed by the Operations Manager</li> <li>• Reach a high level of operational standard using MIFF’s database Airtable</li> <li>• Items of expenditure must be pre-approved by the Operations Manager</li> <li>• Maintain up-to-date weekly reporting during the lead-up to the festival and daily reporting throughout the festival delivery period</li> <li>• Provide a detailed post-festival report</li> </ul>
<p><b>Maintaining good relationships with MIFF staff and stakeholders</b></p>	<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> <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>
<p><b>Adhering to MIFF’s Code of Conduct and HR policies</b></p>	<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 required to 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 sit/stand desk in an indoor air-conditioned office with carpeted floors
- Use of smartphone device and laptop with monitor and separate keyboard; ability to navigate complex database systems; consistent use of screens
- Walking, driving or catching public transport to external meetings
- Supervise and assist staff, internal and external stakeholders, and guests
- During the festival delivery period, this role may require extended periods of standing, walking and use of stairs

### Secondary Actions/Conditions

- Assisting volunteers and FOH staff at peak periods and/or for special events/screenings; use of voice projection to make announcements; crowd/queue management and carrying out of duties in crowded and loud foyers/venues
- Medium manual handline during venue bump-in and -out
- Walking, driving or catching public transport to external venues/locations

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

- Demonstrated experience in a casual staff/volunteer management role in a comparable industry (including but not limited to cinema, theatre, live performance/music, events, creative arts)
- Ability to lead, motivate and manage a team of volunteers effectively, ensuring volunteers are trained to a high standard, are engaged and supported
- A commitment to diversity, equity and inclusion in volunteer recruitment and management practices
- Strong organisational and administrative skills, with extremely high attention to detail, follow-through and the ability to multitask
- Excellent verbal and written communication skills required to coordinate with internal MIFF staff, stakeholders, and MIFF ticketholders and guests
- Ability to work in a fast-paced festival environment, adjusting priorities as required and carrying out duties calmly under pressure

- Proven ability to think quickly, adapt and resolve unexpected issues that may arise during festival delivery
- Willing to work a flexible work schedule, including evenings and weekends during the peak planning period and festival delivery season

### **Desirable**

- Proven ability to recruit and onboard volunteers effectively, including developing recruitment strategies and conducting volunteer interviews
- High-level customer service skills with a focus on providing an exceptional experience for festival attendees
- Experience in planning and executing internal events and campaigns focused on volunteer/staff engagement
- Experience working in large-scale festivals/events
- Experience working within the film/cinema industry
- Experience with Airtable or a similar digital project management/database tool

### **HOW TO APPLY**

Please submit your application [here](#).

Please include the following in your application form:

- A cover letter addressing the key selection criteria above
- Your CV (no more than two pages)

Applications close at **11.59pm AEST on Sunday 27 April 2025**.

Applications will be assessed on a rolling basis and interviews may be organised prior to the closing date so we encourage you to apply promptly. For any enquiries, contact Grace Packer, Operations Manager, at [jobs@miff.com.au](mailto:jobs@miff.com.au) with 'Volunteers Manager' in the subject line.

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.