

## POSITION DESCRIPTION

<b>POSITION TITLE</b>	<b>Operations Coordinator</b>
<b>CONTRACT DATES &amp; HOURS</b>	<p>0.4 FTE: 7 July – 11 July 2025</p> <p>1.0 FTE: 14 July – 25 July 2025</p> <p>1.2 FTE: 28 July – 24 August 2025</p> <p>1.0 FTE: 25 August – 29 August 2025</p> <p>0.6 FTE: 1 September – 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>This role requires frequent afternoon and evening work (eg. 12pm-8pm) throughout the contract. 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 annual leave is unlikely to be approved.</p>
<b>FESTIVAL DATES</b>	<p>7 August – 24 August 2025</p> <p>Some hybrid work may be possible outside the festival delivery period.</p>
<b>LOCATION</b>	Bourke Street, Melbourne CBD
<b>SALARY</b>	\$67,000 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 Operations Coordinator is a key role within the Operations team and is responsible for providing administrative support during the pre-production period as well as on the ground support throughout the festival delivery period to the Operations Manager and other key Operations team members. There are two Operations Coordinator roles that will work together to fulfil the duties outlined in this position description and service the Technical, Events, Front of House, Volunteer and Access teams. The Operations Coordinator reports directly to the Operations Manager and will contribute to the seamless planning and execution of all operational components across all MIFF venues and screenings. The Operations Coordinator will also undertake reasonable duties as directed by the Technical Manager, Events Manager, Front of House Manager and Volunteers Manager.

## ORGANISATIONAL RELATIONSHIPS

**Reports to:** Operations Manager

**Member of team:** The Operations team is responsible for MIFF's 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, Volunteers Manager, Technical Coordinator, Technical Production Coordinator, Events Coordinators, Access Coordinator, Programming team, Ticketing and Box Office team, Venue Coordinators, Ushers and Volunteers.

## AREAS OF RESPONSIBILITY AND DUTIES

<p><b>Operations</b></p>	<ul style="list-style-type: none"> <li>• This role will serve as administrative and on the ground delivery support for the Operations Manager, Technical Manager, Events Manager, Front of House Manager, Volunteers Manager and Access Coordinator.</li> <li>• Train, motivate and assist with the management of the Front of House and Volunteer teams</li> <li>• Act as communications support to the Operations team, as well as other internal MIFF departments, ensuring collegial relationships through timely and effective communication</li> <li>• Support the Operations Manager, Front of House Manager, Volunteers Manager and Technical team, to ensure Front of House and Technical Staff and Volunteers adhere to the MIFF operational and communication plans for the festival</li> </ul>
<p><b>Risk Management</b></p>	<ul style="list-style-type: none"> <li>• Perform Area Warden duties outlined in the MIFF Safety and Emergency Management Plan (SEMP) in the case of incident or emergency</li> <li>• Familiarise yourself with the MIFF Risk Management documentation for the festival and recommend any relevant updates to the Operations Manager and Risk Management Consultant</li> <li>• Ensure FOH, Technical staff and 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 external venues, MIFF Front of House and Technical Staff and Volunteers, and MIFF operations to ensure all practice is aligned with the MIFF Core Activity Risk Assessments (CARAs)</li> </ul>
<p><b>Staffing</b></p>	<ul style="list-style-type: none"> <li>• Assist the Front of House Manager, Volunteers Manager and Technical Coordinator to support, train and actively manage the casual Front of House and Technical Staff and Volunteers during the festival delivery period</li> <li>• Support the Front of House Manager, Volunteers Manager and Technical Coordinator with the ongoing management of rosters, sessions changes and staff and volunteer allocation to venues</li> <li>• Support Front of House and Technical Staff and Volunteers in delivering a seamless experience for MIFF attendees and fulfilling the responsibilities outlined in their respective position descriptions</li> <li>• Ensure all issues with casual Front of House and Technical Staff and Volunteers are reported and addressed in a timely manner</li> <li>• Assist the Front of House Manager, Volunteers Manager and Technical Coordinator in fostering and prioritising a learning and upskilling environment where Front of House and Technical Staff and Volunteers are encouraged to try new skills and challenge themselves</li> <li>• Act as a point of escalation for Front of House and Technical Staff and Volunteers throughout the festival delivery period.</li> </ul>
<p><b>Venue Management</b></p>	<ul style="list-style-type: none"> <li>• In conjunction with the Operations Manager, Front of House Manager, Volunteers Manager, Technical Manager, Access Coordinator, and other key MIFF staff, set, document and execute strategy for venue operations, including customer service charter, queue management, priority and allocated seating and external risk management</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintain a positive working relationship with external venue staff and foster the relationship between MIFF casual staff and external venue staff</li> <li>• Support the Operations Manager and Front of House Manager in the planning and execution of bump in/out of external venues</li> <li>• In conjunction with the Operations Manager and Front of House Manager, ensure external venues are equipped with the necessary MIFF signage for a seamless customer experience</li> <li>• Liaise with the Ticketing team to foster a positive relationship between all MIFF casual staff and ensure a seamless ticketing experience</li> <li>• In collaboration with the wider Operations team, ensure the smooth and timely running of all festival venues in line with the program schedule</li> <li>• Perform regular external venue visits throughout the festival delivery period to proactively maintain a high standard of venue operations, support FOH, Technical staff and volunteers to ensure an exemplary experience for all MIFF attendees</li> <li>• Liaise with internal MIFF staff to ensure Front of House and Technical Staff and Volunteers receive correct, up to date information prior to the commencement of each screening</li> <li>• Ensure post-session reporting across FOH and Technical staff is completed in an accurate and timely manner and any issues raised are escalated and/or followed up as required</li> </ul>
<p><b>Access and Inclusion</b></p>	<ul style="list-style-type: none"> <li>• Assist the Access Coordinator in the execution of access and inclusion training for FOH, Technical Staff and Volunteers</li> <li>• Champion inclusive language across the FOH, Technical and Volunteer teams</li> <li>• Work in conjunction with the Access Coordinator and Operations Manager to ensure any staff member living with a disability is supported and any adjustments are made to ensure this person can carry out their duties effectively</li> <li>• Ensure Front of House, Technical Staff and Volunteers have a thorough understanding 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> </ul>
<p><b>Events</b></p>	<ul style="list-style-type: none"> <li>• Support the Events Manager and Head of Operations in the operational execution of all MIFF events, providing operational resourcing where necessary and as directed</li> <li>• For key MIFF screenings, ensure staff and volunteers are briefed and support them where required to guarantee a smooth-running session, including introductions and Q&amp;As, photo calls and red-carpet arrivals</li> <li>• Work with relevant MIFF departments to ensure that all venue seating requirements (including reserved seating) for key government and commercial partners are executed seamlessly to provide the highest-quality experience to attendees</li> <li>• Attend pre-production event meetings and ensure key information is disseminated to casual staff and volunteer teams</li> </ul>
<p><b>Other duties</b></p>	<ul style="list-style-type: none"> <li>• Participate in operational production meetings as required</li> <li>• Participate in all-staff meetings as required</li> <li>• Maintain a good attendance record</li> <li>• Be well presented and always conduct yourself in a professional manner whilst at work, including work related functions</li> <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 level of high operational standard using MIFF's database Airtable</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure any expenditure is 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 exit report</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 your 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

- Use of a sit/stand desk in an air-conditioned office with bright lighting
- Provide administrative support to the Operations team
- Use of smartphone device and laptop with monitor and separate keyboard; ability to navigate complex database systems and consistent use of screens
- During the festival delivery period, this position may require extended periods of standing, walking and use of stairs

### Secondary Actions/Conditions

- Assisting 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 handling during venue bump-in and –out
- Use of radio and smartphone to communicate with Operations team and casual staff
- Walking, driving or catching public transport to external venues/location
- 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.

### 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, festivals, venues, creative arts)
- Ability to lead, motivate and support a team of staff and/or volunteers effectively, including strong communication skills, and the ability to handle high-pressure situations calmly
- Proficiency in facilitating event logistics, including venue bump in/out, infrastructure and equipment rental, and transportation
- Strong organisational and administrative skills, with extremely high attention to detail, follow-through, the ability to multitask and work autonomously
- High-level customer service skills with a focus on providing an exceptional experience for festival attendees, including effectively handling inquiries, complaints and requests in a courteous and professional manner
- Excellent verbal and written communication skills required to coordinate with internal MIFF staff, external venue staff and 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

- 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
- Experience with onboarding staff and rostering using Deputy or a similar staff rostering tool

### HOW TO APPLY

To apply for this position, please fill out the application form [here](#).

Please include the following in your application:

- a cover letter addressing the key selection criteria and why you are interested in joining the MIFF team (no more than two pages)
- your CV (no more than two pages)

Applications close at **11:59PM AEST on Sunday 18 May 2025**.

Applications will be assessed on a rolling basis so we encourage you to apply promptly. For any queries, contact Grace Packer at [jobs@miff.com.au](mailto:jobs@miff.com.au) with the "Operations Coordinator" 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 LGBTIQA+ community, culturally diverse people, d/Deaf people, neurodivergent people and people living with a disability.