

POSITION DESCRIPTION

POSITION TITLE:	Volunteer
REPORTS TO:	Volunteers Manager, Venue Coordinator, Usher
LIAISES WITH:	Venues Operations Manager, Venues Manager, Assistant Venues Manager, Ticketing team, Access Officer, Programming team
DURATION:	30 July – 21 August 2022 Festival Delivery: 4 August – 21 August These dates are inclusive of any induction dates, Festival delivery dates and any encore screening dates.

The main responsibility of a Volunteer is to assist the MIFF Usher and Venue Coordinator in ensuring that MIFF audiences have a safe and enjoyable experience at all Festival screenings and events. Volunteers will do their utmost to provide any information required by MIFF attendees and will primarily report to Ushers. Volunteers will be required to attend a Volunteer Induction day prior to commencing as a Volunteer and a Front of House briefing at the commencement of every shift run by the Usher or Venue Coordinator at that venue. Volunteers are also expected to collaborate with the wider MIFF team on the smooth and efficient management of the Festival delivery.

The duties of the MIFF Volunteer apply to any, and all, MIFF venues as per their rostered shift.

Major Areas of Responsibility:

Customer Service	<ul style="list-style-type: none"> • Offer the best first impression of MIFF for audiences and public – provide an immediate sense of welcome to everyone • Provide superior frontline customer service to MIFF customers through ushering, queue management, scanning tickets • Provide information on Festival events and operations to MIFF customers • Supervise and assist MIFF patrons before, during and after each session. Provide pro-active assistance including directing patrons to box office, other venues and enact any other reasonable requests from the public • Ensure all MIFF Deluxe Members and MIFF Circle entitlements are provided and ensure a high level of customer service to these Members • Provide a Duty of Care to all MIFF patrons
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<p>Venue Operations</p>	<ul style="list-style-type: none"> • Attend a Volunteer FOH briefing run by the Usher and/or Venue Coordinator at your allocated venue at the commencement of each shift • This briefing will detail all pertinent Front of House information and risk and safety information, including your role in an emergency or evacuation situation • Assist the MIFF Usher(s) with the operations for your allocated screen and/or foyer space • Organise queues, as directed by the Usher(s), ensuring queues are managed well, Deluxe Member and General Public queues are clearly delineated and patrons are in the correct queue • Ensure all tickets are scanned prior to patrons entering the session and ensure that only patrons with a valid ticket or Festival identification pass are admitted into a MIFF cinema • With assistance from the Usher(s), manage the Deluxe Member queue ensuring these members receive priority entry at all times • Proactively direct patrons to their seats, including maintaining and monitoring reserved seating (where required) • Assist the Usher(s) in the operation of the Standby queues for all sessions which have reached capacity, where required • When directed to be inside the cinema during a screening, monitor screening content and audience and report any issues to Usher and/or Venue Coordinator immediately • Assist with any latecomers arriving to sessions, including scanning tickets and directing them to any empty seats inside the cinema • Clean and clear the cinema at the conclusion of each session and ensure it is ready for the next film before the house is open to patrons • Complete post-session debrief with Usher(s) to ensure any issues or incidents and all pertinent venue operational information is communicated for FOH reporting
<p>Risk Management</p>	<ul style="list-style-type: none"> • Follow the instructions of the Usher (Warden) and Venue Coordinator (Area Warden) in the event of an emergency or evacuation • Ensure you are briefed and understand the emergency and evacuation procedure for your rostered venue. If you are unsure, please ask your Usher(s) and/or Venue Coordinator during the Volunteer FOH briefing at the commencement of your shift • In the event of an evacuation, your responsibility is to ensure your own safety and to proceed to the evacuation point • Follow all MIFF COVIDSafe guidelines, including any facemask guidelines, at all times whilst on shift • Monitor crowd conditions and alert the Usher(s) and/or Venue Coordinator to any serious or unresolved issues. • In the case of incidents, including medical emergencies, Volunteers are expected to escalate to the Usher(s)

Events	<ul style="list-style-type: none"> • As directed by the Operations team, including Usher(s), Venue Coordinator(s) and Volunteers Manager, provide on the ground assistance to MIFF staff during Galas, Premieres, functions and talent appearances • As directed by the Usher(s), assist with any talent appearances, media calls and any Intros and Q&As
Access	<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 accessibility policies, use accessible language and provide outstanding customer service to any MIFF patrons living with disability • Assist the Access Coordinator with any accessible sessions operating at your venue and perform duties delegated to you • Provide feedback given to you by any patrons regarding accessibility to the Usher(s) and Venue Coordinators for FOH reporting
Other	<ul style="list-style-type: none"> • Present a positive image of the Festival and the Festival program and sponsors • Adhere to all MIFF policies and procedures including OHS • Represent MIFF by wearing your MIFF branded Volunteer t-shirt on all shifts. MIFF Volunteers are to be neat, clean and presentable 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 report to Usher(s) and/or Venue Coordinators to sign in and out • Not attend shifts if unwell and communicate with Volunteers Manager immediately if unable to attend any rostered shift • Must wear closed-toed shoes to every shift. • Take initiative and troubleshoot where necessary • Undertake any other duties as directed by the Usher(s) and/or Venue Coordinator
MIFF Values	<ul style="list-style-type: none"> • Contribute to MIFF team morale and maintain professional and positive working relationships with other MIFF volunteers and staff • Demonstrate a willingness to assist other volunteers and staff when necessary • Consistently display respectful behaviour towards other volunteers, staff and festival patrons • Communicate any problems, delays, risks and concerns to the Usher(s) and/or Venue Coordinator immediately

INHERENT PHYSICAL REQUIREMENTS

POSITION TITLE: Volunteer

Primary Actions:

- Communicating with public; supervise and assist ticketholders and guests
- Ticket scanning, queue management
- Assistance with cinema seating and seat allocations
- Shifts are 4+ hours in length

Secondary Actions:

- 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
- Position may require extended periods of standing, use of stairs

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			