

POSITION DESCRIPTION

POSITION TITLE:	Volunteers Manager
REPORTS TO:	Venues Operations Manager
CONTRACT DATES:	Full time: 30 May – 2 September 2022
FESTIVAL DATES:	4 – 21 August 2022
LOCATION:	Collins St, Melbourne Office
SALARY:	\$69,010 (per annum pro rata) + superannuation
LIAISES WITH:	All Departments, All Venues

The MIFF Volunteers Manager is a key role within the Operations team for MIFF and is responsible for the effective and efficient management of the Volunteers. The Volunteers Manager will recruit a dedicated and reliable Volunteer team, ensure that all Volunteers are trained in MIFF policies and procedures and prioritise a safe and exciting customer experience. This role will be a champion and advocate for the Volunteers, ensuring Volunteers are briefed on their expectations and understand the commitment MIFF makes to building their customer service skills and providing them with a supportive and encouraging environment.

This role will have responsibility and oversight for the Volunteers both in the pre-production and Festival delivery period.

Key Selection Criteria:

- Demonstrated experience working in an arts administration setting
- Demonstrated experience managing staff and/or volunteers
- Preferred experience working in large-scale festivals/events
- An understanding of the commitment that Volunteers make to an event and a passion for creating a supportive, welcoming and encouraging environment for all Volunteers
- Excellent and timely communication skills and the ability to connect and foster engagement with a large number of Volunteers (400+)
- Excellent administration and organisational skills, superior attention to detail and ability to work autonomously and take initiative
- Preferred experience with Deputy and/or a similar online staff management platform

Major Areas of Responsibility:

<p>General</p>	<ul style="list-style-type: none"> • Actively work to develop the MIFF Volunteers program and look for areas of improvement • Promote the Volunteers program and actively recruit 2022 Volunteers • Organise and host group interviews as a key part of Volunteer recruitment • Coordinate the Festival's Volunteer program including rostering all Volunteers in Deputy and manage ongoing roster changes • Act as the primary liaison for Volunteers during MIFF 2022 • Liaise with all MIFF staff to assess and meet all Volunteer requirements at both Festival venues and any MIFF special events, such as Galas and Premieres • Foster a close working relationship with the Venues Manager and Assistant Venues Managers, ensuring ongoing open communication regarding Volunteer levels at each venue and special events, Volunteer duties whilst on shift and feedback about Volunteer performance • Advocate for Volunteers and make sure that Volunteers have a positive MIFF experience • Ensure Volunteer engagement and retention is high • Ensure all Volunteers are allocated a festival identification pass, T-shirt and lanyard • In consultation with the Venues Operations Manager, manage any expenses associated with the Volunteers program including researching cost effective options • Actively develop Volunteer benefits for MIFF's Volunteer base and liaise with stakeholders and MIFF staff accordingly • Actively support the MIFF Volunteers during the Festival period and actively supervise Volunteers in the delivery of their duties • Ensure effective communication, knowledge and briefing is given to the Volunteers to enable smooth operations • Ensure Volunteers are aware of support channels when issues arise • Provide a safe and open environment to Volunteers to encourage feedback both during the Festival and post-Festival
<p>Volunteer Agreement</p>	<ul style="list-style-type: none"> • Be familiar with all legislation on Volunteer workers, and make sure that every Volunteer position is a good use of resources • Be familiar with MIFF's Volunteer insurance policy and associated requirements • Ensure all Volunteers are aware of the terms of their engagement, and ensure guidelines of the Volunteer agreement are met • 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 • Provide clear guidelines about COVIDSafe workplace requirements for Volunteers and MIFF's expectations regarding COVID safety during their shift • Confirm the commitment that MIFF makes to the health and safety of Volunteers working within a COVIDSafe Festival environment • Maintain MIFF's side of the Volunteers Agreement including offers of tickets, support and communication • Support all Volunteers (including those with accessibility requirements) to participate in the festival

Risk Management	<ul style="list-style-type: none"> Familiarise yourself with the MIFF Risk Management Policy, including the COVIDSafe plan for the Festival and recommend any relevant updates to Venues Operations Manager and Risk Management Consultant Ensure all Volunteers have a thorough understanding of any safety and risk procedures relevant to their responsibility level including COVIDSafe guidelines and requirements before their first shift
Systems	<ul style="list-style-type: none"> Maintain and update the Volunteer recruitment database (with support from the Head of Systems and Ticketing). Prepare the online Volunteer portal with the induction manual, notices, information and special offers Maintain and support the online social media groups and email groups to help create a sense of community
Training	<ul style="list-style-type: none"> Coordinate and conduct Volunteer information, training and induction sessions Continually support and train the Volunteer base throughout their time at MIFF Ensure all Volunteers are trained on COVIDSafe requirements whilst on shift Ensure all Volunteers receive risk management training appropriate to their level of responsibility whilst on shift
Access	<ul style="list-style-type: none"> Maintain an understanding of MIFF's Access policies, and facilitate the awareness and actions of this plan where necessary Ensure Volunteers are briefed on MIFF's Access policies and are trained on how to best assist patrons living with disability Ensure that Volunteers who themselves live with disability are given effective resourcing to complete their duties whilst on shift Provide ongoing support to Volunteers living with disability and liaise with the Venues Operations Manager if more support or resourcing is required
Partnerships	<ul style="list-style-type: none"> Work with MIFF's Head of Partnership and Head of Marketing and Communications to develop new initiatives for the Volunteers program Demonstrate an ongoing commitment to engaging new partners, sponsors or marketing opportunities via the Heads of those departments to add value to the Volunteer program
Events	<ul style="list-style-type: none"> Responsible for executing all Volunteer requirements at MIFF's Gala events, Premieres, special events and special screenings Support the external events agency, and all internal MIFF teams working on gala events in order to deliver the highest quality experience to all attendees Conduct and facilitate Volunteers Briefings at major events where necessary, in conjunction with the Venues team Coordinate a range of informal and formal events to support networking for the Volunteers

<p>Front of House</p>	<ul style="list-style-type: none"> • At all times, keep informed of Front of House policies and procedures and make sure that the casual FOH team are informed of all Volunteer processes and policies • Support the FOH team by ensuring appropriate Volunteer levels at each venue • Read nightly reports from casual FOH staff and adjust Volunteer levels at each venue appropriately
<p>Other</p>	<ul style="list-style-type: none"> • Maintain a good attendance record and keep appropriate office hours • Out of office hours will be scheduled during the festival weeks, in association with the Venues Operations Manager • Complete a post-festival Volunteers Manager Exit Report
<p>MIFF Values</p>	<ul style="list-style-type: none"> • Contribute to MIFF staff morale and maintain professional and positive working relationships with MIFF core and contract staff • Demonstrate a willingness to assist other staff when necessary . • Consistently display respectful behaviour towards all Volunteers, staff members and festival patrons. • Communicate any problems, delays, risks and concerns to the Venues Operations Manager, Head of Festival Operations, Head of Communication Operations and other appropriate staff immediately, together with recommended solutions if and where possible.