

POSITION DESCRIPTION

POSITION TITLE	Operations Manager
CONTRACT DATES & HOURS	<p>0.6 FTE: 30 March – 15 May 2026 0.8 FTE: 18 May – 29 May 2026 1.0 FTE: 1 June – 24 July 2026 1.2 FTE: 27 July – 23 August 2026 1.0 FTE: 24 August – 28 August 2026 0.6 FTE: 31 August – 11 September 2026</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>
FESTIVAL DATES	<p>6–23 August 2026</p> <p>Some hybrid work may be possible outside the festival delivery period.</p>
LOCATION	Level 4, 461 Bourke Street, Melbourne CBD
SALARY	\$77,000 per annum pro rata plus superannuation

ABOUT MIFF

Founded in 1952 and now in its 74th 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.

Following a very successful edition in 2025, MIFF returns in 2026 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: To be the heart of the film community in Australia and our region.

Our Mission: MIFF creates must-see shared cinema experiences and discovers, develops and celebrates talent. We champion Australian film on the world stage and we introduce the best in global cinema to Australia.

Our Purpose: To celebrate all forms of cinema, we build a connected, inclusive and adventurous screen culture shaping our understanding of ourselves and the world.

Core Values: Engaged, Inclusive, Independent, Creative.

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

ABOUT THE ROLE

The MIFF Operations Manager encompasses all aspects of operations for the festival including acting as primary liaison for external screening venues, overseeing all components of the customer journey within festival venues and venue accessibility, and preparation and execution of venue operational and risk management documentation and reporting systems.

The Operations Manager is a key member of MIFF's festival delivery team and will have responsibility and oversight over two Operations Coordinators in executing key operational tasks. The Operations Manager indirectly supervises the casual FOH team, volunteers and casual projectionists. Additionally, this role works closely alongside the Events team to facilitate all operational logistics for MIFF's major, elevated and premiere events.

ORGANISATIONAL RELATIONSHIPS

Reports to: Head of Operations

Direct reports: Operations Coordinator (2), Access Coordinator

Member of team: The Operations team is responsible for MIFF venue operations, operational risk management and legal and insurance compliance.

Key interactions: Commercial Operations Director, Front of House Manager, Volunteers Manager, Head of Technical and Technical team, Head of Events and Events team, Head of Guest Services and Guest Services Manager, Head of Marketing & Communications and Marketing team, Head of Partnerships and Partnerships team, Head of Philanthropy and Philanthropy team, Head of Systems & Ticketing and Ticketing team, Finance Manager and Finance team, Senior Programmers and Programming team.

AREAS OF RESPONSIBILITY AND DUTIES

<p>Operations Leadership</p>	<ul style="list-style-type: none"> • Work in a collegial manner and liaise with and support other members of the management team • Act as communications support to the Head of Operations as well as other internal MIFF departments, ensuring positive working relationships through timely and effective communication • Create clear operational and communications plans for the festival, and ensure they are followed by all MIFF staff • Support the key venue operations members of the Operations team including the Front of House Manager, Volunteers Manager, Operations Coordinators and Access Coordinator to ensure each staff member is successfully meeting the expectations of their role, and report any concerns or issues to the Head of Operations • Act as second-in-command for the Head of Operations, covering core responsibilities of the Head of Operations on their days off, including the support and management of Volunteers Manager and Front of House Manager
<p>Risk Management</p>	<ul style="list-style-type: none"> • Perform Area Warden duties outlined in the MIFF Safety and Emergency Management Plan (SEMP) in the case of incident or emergency • Assist the Head of Operations with the development of the Core Activity Risk Assessments (CARAs) in conjunction with the external Risk Management Consultant, and take responsibility for venue operational risk management • Work with the Head of Operations to review EOC (Emergency Operations Centre) processes and ensure all Operations staff are trained on incident reporting, management and triage • Familiarise yourself with all MIFF Risk Management documentation and recommend any relevant updates to the Head of Operations and Risk Management Consultant • Ensure all casual 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 • Assist with incident, occupational health and safety, and emergency risk management, as per festival policies, and provide accurate documentation and incident reports if and when required • Monitor, track and triage risk management reporting to ensure all reports are resolved in a timely manner • Proactively audit, maintain and troubleshoot external venues, Front of house staff and MIFF operations to ensure all practice is aligned with the MIFF CARAs
<p>Recruitment and Staffing</p>	<ul style="list-style-type: none"> • Recruit, onboard, lead, manage, train and support the Operations Coordinators • Work with the FOH Manager and Volunteers Manager to determine appropriate staffing and volunteer levels for all screening venues in line with the program • In collaboration with the Operations team, create and deliver comprehensive training materials to be used by all casual staff, primarily training manuals, handbooks, induction/training days and all staff briefings, including overseeing the creation and delivery of Access and Inclusion training

	<ul style="list-style-type: none"> • Support the FOH Manager and Volunteers Manager to ensure all FOH staff and volunteers deliver a seamless experience for MIFF attendees and fulfil the responsibilities outlined in their position descriptions • Develop and manage the in-festival roster for the Operations team, ensuring fair distribution of workload and hours • Supervise direct reports to complete a post-festival exit report detailing feedback, recommendations and task timeline
<p>Venue Management</p>	<ul style="list-style-type: none"> • In conjunction with the Head of Operations and Operations team, set, document and execute the strategy for all MIFF screening and event venue operations, including customer service charter, queue management, ingress and egress plans, allocated seating, and external risk management • Act as the primary liaison between external venue staff and ensure consistent and effective communication throughout pre-production and festival delivery period • Collate all relevant venue operational information from external venues and manage the venue database on Airtable; ensure all Operational staff attend site visits and receive venue inductions • Direct the Operations Coordinators to plan and execute the bump-in and bump-out of external screening venues • In conjunction with the Marketing Coordinator, ensure external venues are equipped with the necessary MIFF signage for a seamless customer experience • In conjunction with the Head of Operations and Head of Systems & Ticketing, review the draft program schedule to ensure proposed schedule is operationally viable • In collaboration with the wider Operations team, ensure the smooth and timely running of all festival venues in line with the program schedule • Assist with any Industry-related screenings and events as directed • Perform regular screening venue visits throughout the festival delivery period to proactively maintain a high standard of venue operations, and support Front of House, technical staff and volunteers to ensure an exemplary experience for all MIFF attendees • Liaise with all internal MIFF departments to ensure correct, up-to-date information is in Airtable prior to the commencement of each screening • Ensure post-session reporting is completed in an accurate and timely manner and that any issues raised are escalated and/or followed up as required
<p>Access and Inclusion</p>	<ul style="list-style-type: none"> • In conjunction with the Head of Operations, Access Coordinator and external contractors, facilitate the MIFF Access and Inclusion program, including all accessible screenings and events • Review accessible screenings schedule to ensure they can be delivered to a high standard • Ensure any casual staff member or volunteer living with a disability is supported and any adjustments are made to ensure this person can carry out their duties effectively • Work with the Access Coordinator to collate all access information for MIFF screening and event venues and ensure it is displayed clearly on MIFF website; this includes transport information, venue access videos and accessible ticket-booking process

	<ul style="list-style-type: none"> • Champion inclusive language and First Nations cultural awareness across the Operations team • Ensure the Operations team has a thorough understanding and confidence in MIFF's access policies, delivers accessible services and provides outstanding customer service to any d/Deaf and/or disabled MIFF attendees • Proactively audit and report areas of improvement regarding accessibility to the Head of Operations
Events	<ul style="list-style-type: none"> • Support Head of Events and Events team in the operational execution of all events including gala, elevated and premiere events, ensuring that events meet MIFF standards, have adequate operational resourcing and are in line with MIFF's risk management plan • For key MIFF screenings, ensure operational staff are briefed and support them where required to guarantee a seamless experience for attending talent and audience, including introductions and Q&As, photo calls and red-carpet arrivals • Work with relevant MIFF departments to ensure that all venue seating requirements (including reserved/allocated seating) for key government and commercial partners are executed seamlessly to provide the highest-quality experience to attendees • Attend pre-production event meetings and ensure key information is disseminated to the Operations team • Support the Events team during event delivery to proactively solve any issues and ensure a high standard of production, where possible and applicable
Budget	<ul style="list-style-type: none"> • Oversee the Access budget and ensure program can be implemented within allocated budget; liaise with Head of Operations if any costs will exceed predicted spend • Submit items of expenditure for approval by Head of Operations, Commercial Operations Director and Finance department, and complete financial reconciliation in conjunction with Accounts
Other duties	<ul style="list-style-type: none"> • Any other tasks and duties as reasonably directed by your manager • Keep regular office hours in the lead-up to the festival with an understanding that additional hours will be required during festival delivery, scheduled as directed by the Head of Operations • Reach a level of high operational standard using MIFF Airtable databases • Maintain up-to-date weekly reporting during the lead-up to the festival and daily reporting throughout the festival delivery period
Maintaining good relationships with MIFF staff and stakeholders	<ul style="list-style-type: none"> • Contribute to positive staff morale and maintain professional and productive working relationships with MIFF core and contract staff • Demonstrate a willingness to assist other staff when necessary • Contribute to a positive working environment • Display respectful behaviour towards other staff members and festival patrons • Communicate any problems, delays, risks or concerns to your manager immediately and recommend solutions where possible • Maintain confidentiality of all MIFF information and intellectual property

Adhering to MIFF's Code of Conduct and HR policies	<ul style="list-style-type: none"> • 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 to adhere to MIFF's Code of Conduct. The Code of Conduct and HR Policies will be provided upon acceptance of the role.
---	--

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.

Primary Actions/Conditions

- Use of 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 FOH staff at peak periods and/or for special events/screenings; using 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/-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

- Strong organisational and administrative skills, with extremely high-level attention to detail, follow-through and ability to multitask
- Demonstrated experience in delegating tasks, establishing priorities and managing competing deadlines for yourself and direct reports
- Experience with Airtable or a similar digital project-management/database tool
- An understanding of risk management and risk mitigation in relation to a festival/event environment
- Excellent communication skills and the ability to build and maintain effective relationships with internal and external stakeholders
- Ability to work in a fast-paced festival environment, adjusting priorities as required and carrying out duties calmly under pressure
- Willing to work a flexible work schedule, including evenings and weekends especially during the peak planning period and festival delivery season

Desirable

- Experience in recruiting and onboarding staff effectively, including developing recruitment strategies and conducting staff interviews
- Experience developing and executing venue operational and risk management plans
- Experience working in large-scale festivals/events
- Experience managing a budget and enacting cost-saving measures

HOW TO APPLY

Submit your application [here](#). Applications close at **11:59pm AEDT on Thursday 5 March**.

When applying, you must include the following:

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

For any queries, contact Grace Packer, Head of Operations, at jobs@miff.com.au with 'Operations Manager position' 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.