

POSITION DESCRIPTION

POSITION TITLE	Festival Access Coordinator
CONTRACT DATES & HOURS	<p>0.4 FTE: 6 July – 10 July</p> <p>0.6 FTE: 13 July – 25 July</p> <p>1 FTE: 27 July – 28 August</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	6–23 August 2026
LOCATION	Level 4, 461 Bourke Street, Melbourne CBD
SALARY	\$69,000 per annum pro-rata + 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, the 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 Festival Access Coordinator is a key role within the Operations Team and is responsible for the in-festival administration of MIFF’s Access and Inclusion program, providing on-the-ground support throughout the festival delivery period to ensure a seamless experience for staff, volunteers, guests and ticketholders who are d/Deaf or disabled.

The Festival Access Coordinator will continually seek and action feedback from MIFF staff, volunteers and attendees and commit to the ongoing improvement of the Access and Inclusion program.

This role is directly managed by the Operations Manager and will work in conjunction with other key departments to execute deliverables within the Access and Inclusion program and uphold MIFF’s commitments to accessibility.

ORGANISATIONAL RELATIONSHIPS

Reports to: Operations Manager

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

Key interactions: External access organisations, Head of Operations, Front of House Manager, Volunteers Manager, Operations Coordinators, Front of House casual staff, Technical team, Systems team, Programming team, Event Coordinators, Volunteers, Ticketing and Box Office team.

AREAS OF RESPONSIBILITY AND DUTIES

Festival operations	<ul style="list-style-type: none"> Work in a collegial manner and liaise with and support other members of the Operations team Act as on-the-ground and administrative support in the Operations team to deliver the Access and Inclusion program Act as a communication support to the Operations Manager in regard to MIFF’s Access and Inclusion program for the Internal MIFF team, patrons, casual staff, volunteers
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	<ul style="list-style-type: none"> Support the Operations Manager, Front of House Manager, Volunteers Manager and Technical team, to ensure Front of House and Technical staff and volunteers uphold the MIFF access and inclusion deliverables and communication plans for the festival
Access and Inclusion program	<ul style="list-style-type: none"> Under the guidance of the Head of Operations and Operations Manager, implement MIFF's 2026 Access and Inclusion goals Deliver MIFF's Access and Inclusion program, including screenings and events, maintaining a high standard of delivery and on-the-ground support. Provide exceptional customer service to MIFF attendees who are d/Deaf or disabled and build professional relationships with return customers and monitor customer satisfaction Collect feedback, data and insights into key deliverables relating to this role and proactively seek new solutions for MIFF to continue to improve in the access and inclusion space Liaise with the FOH Manager and Volunteers Manager to ensure Front of House staff and volunteers are resourced and trained effectively to execute accessible screenings autonomously Liaise with Systems and Ticketing and Marketing Teams to ensure ticketing and program content, primarily the website, program guide, purchase pathway and app are navigable and accessible, and provide alternative formats of information where necessary Manage a dedicated access inbox, ensure all correspondence is responded to in a timely manner and escalate where necessary Collate and communicate accurate information on available access services, screenings and events to MIFF staff, external stakeholders and relevant communities Conduct and/or oversee introductions to accessible sessions across the festival, providing staff, volunteers and patrons relevant context for each session Work closely with the Operations Manager to ensure all items of expenditure are approved and within budget and proactively seek the best value for money where possible Champion inclusive language and First Nations cultural awareness
Risk management	<ul style="list-style-type: none"> Familiarise yourself with all MIFF risk management documentation and recommend any relevant updates to the Head of Operations 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
Staff and volunteers	<ul style="list-style-type: none"> Support the Operations team in liaising with relevant access and inclusion organisations to develop and deliver training materials to casual staff and volunteers Support and advise casual staff and volunteers during the festival to continue to improve processes and systems relating to access and inclusion Ensure casual staff and volunteers have a thorough understanding of and confidence in MIFF's access and inclusion policies and delivery of accessible services, and provide outstanding customer service to any d/Deaf and disabled MIFF attendees Review session reports daily, ensuring any relevant feedback is actioned in a timely manner
Events	<ul style="list-style-type: none"> Attend and support at all MIFF events as directed by the Operations Manager

	<ul style="list-style-type: none"> • Liaise with the Events team to assess and implement access services across all MIFF major and elevated events, where applicable • Support the Events team in the operational execution of all access services available at MIFF events • Assist the FOH Manager, Volunteers Manager and Technical team in briefing casual staff, projectionists and volunteers regarding available access services at all MIFF events, talent appearances, intros and Q&As, and ensure services are delivered to a high standard
Other duties	<ul style="list-style-type: none"> • Perform 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 out-of-office hours will be required during festival delivery – these will be scheduled as directed by the Operations Manager • Reach a level of high operational standard using MIFF’s database Airtable • 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

- Using a sit/stand desk in an indoor air-conditioned office with carpeted floors
- Using smartphone device and laptop with monitor and separate keyboard; navigating complex database systems; using screens consistently
- Walking, driving or catching public transport to external meetings

Secondary Actions/Conditions

- Assisting Operations team at peak periods and/or for special events/screenings; using voice projection to make announcements; managing crowds/queues and carrying out duties in crowded and loud foyers/venues

- During the festival delivery period, this role may require extended periods of standing, walking and use of stairs
- Walking, driving or catching public transport to external venues/locations
- 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

- Passion for promoting and improving accessible events and services
- Familiarity with disability culture, access services and communities in Melbourne
- 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
- Strong organisational and administrative skills, with high attention to detail, follow-through and ability to multitask
- Excellent verbal and written communication skills required to coordinate with internal MIFF staff, external venue staff and stakeholders, and MIFF ticketholders and guests
- Willing to work a flexible work schedule, including evenings and weekends during the peak planning period and festival delivery season

Desirable

- Experience working in festivals/events
- Basic to intermediate knowledge of Auslan, Cert II or higher (or equivalent experience)
- Experience working within the film/cinema industry
- Experience with Airtable or a similar digital project management/database tool

HOW TO APPLY

To apply for this position, submit application [here](#).

For any queries, including if you would like to submit your application in an alternative format, please contact the MIFF Operations Manager at jobs@miff.com.au with “Festival Access Coordinator position” in the subject line.

When applying, please include the following:

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

Applications close at **23:59 AEST on Sunday 7 June 2026**.

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.