

## POSITION DESCRIPTION

Position Title    Guest Coordinator  
Reporting to    Industry and Guest Manager

The Sydney Film Festival is one of the longest running events of its kind in the world. Each year the festival brings the best new films from around the world to audiences in Sydney. As well as brand new features from over forty countries, SFF screens short films, Australian films, documentaries and archive titles. The festival hosts a number of awards to recognise excellence in filmmaking, including the Dendy Awards for Australian Short Films, (which are Academy Award eligible). SFF also runs the Travelling Film Festival, taking mini-festivals to 16 venues across regional NSW, the Northern Territory and rural Queensland.

### OVERVIEW OF THE POSITION

To assist the Industry & Guest Manager with

- Guest relations for the festival
- Guest registration and liaison
- Coordination and supervision of Industry Delegates Centre
- Red Carpet events

The responsibilities of the Guest Coordinator are:

- Coordinate guest relations including coordination of travel, accommodation and ground transportation
- Develop and maintain itineraries that include all travel and accommodation, public appearances, media appointments and hospitality events for all guests of the festival
- On-the-ground assistance for festival guests including facilitating screenings and hosting guests at events. Including meeting delegates on their arrival.
- Administrative support to the Industry and Guest Manager and the Industry and Guest Department
- Assist the Industry Events Coordinator with managing technical and logistical requirements for Guests with regard to the Industry Events program and other special appearances
- Liaise and work harmoniously with the other Guest Coordinator to ensure the highest level of service to all guests of the festival
- Devising driver schedules in consultation with other Coordinators
- Preparing Spotter Sheets for events in conjunction with publicity team.

### KEY SELECTION CRITERIA

Essential

- Previous experience as a guest relations manager or coordinator
- Highly organised with the ability to manage multiple tasks simultaneously in an environment with strict deadlines

- Demonstrated experience in office administration and executive support
- Exceptional customer service skills, coupled with a highly organised nature and good attention to detail
- A flexible attitude to working hours
- Excellent oral and written communications skills
- Advanced Microsoft Excel and Microsoft Office experience, including familiarity with mail merges
- The ability to take direction and show initiative

#### Desirable

- Previous experience working in events in the arts or a cultural organization
- An interest in film and the film industry
- Experience using Eventival data base
- Previous experience working with government funding bodies

#### CORE COMPETENCIES

**Team Focus:** Is committed and skilled at working with and assisting others to achieve positive outcomes

**Flexible:** Demonstrates a willingness to take on new challenges roles and responsibilities and adapt positively to changing working conditions and priorities

**Self Starting:** Highly motivated to achieve, shows initiative and acts proactively to deliver excellent results without directive supervision

**Interpersonal:** Skilled at building rapport, understanding others needs and developing effective working relationships