

# SYDNEY FILM FESTIVAL

## Venue Coordinator

<b>Position Title</b>	Venue Coordinator
<b>Reporting to</b>	Head of Operations
<b>Contract Dates</b>	05 June – 18 June 2023

The Sydney Film Festival (SFF) is one of the longest running events of its kind in the world.

The annual June Festival brings the best new films from Australia and around the world to audiences in Sydney. As well as 250+ features, shorts, retros, and documentaries from over 50 countries across 350+ sessions at around eight Sydney-wide venues across 12 days. The Festival is celebrating its 70<sup>th</sup> Festival in 2023 between 7 – 18 June.

The Festival hosts several awards to recognise excellence in filmmaking, including the Official Competition, Documentary Australia Foundation Award for Australian Documentary, and Dendy Awards for Australian Short Films (which are Academy Award eligible) incorporating fiction, animation, and screenplay categories.

SFF also presents the Travelling Film Festival, taking mini festivals to 19 venues across regional NSW, the Northern Territory and regional Queensland. SFF receives funding from federal, state, and local government, corporate sponsorship, and philanthropic donations.

Sydney Film Festival is seeking Venue Coordinator to join its Operations team.

## OVERVIEW OF THE POSITION

The Venue Coordinator will ensure the delivery of excellent front of house customer service at festival venues throughout the Sydney Film Festival, on occasion working with and managing a team of volunteers and coordinating venue activities with venue staff at each location. The successful applicant will enjoy working in a busy environment and be able to juggle multiple tasks concurrently.

## RESPONSIBILITIES

Duties include:

- Liaise with ticketing and ushering staff to ensure flow of audience into and out of theatre, with an emphasis on queue management and social distancing measures in place
- Coordinate communication between the volunteers and patrons to ensure audiences are kept informed
- Liaise with venue staff to ensure that all venue health and safety requirements are met
- Liaise with venue and SFF staff to coordinate daily schedules and schedule changes

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- Respond to and resolve customer complaints and queries
- Supervise and allocate tasks to volunteers
- Assist Festival Subscribers with allocated seat queries
- Liaise with Industry & Guest team to facilitate guest arrivals
- Work closely with the Customer Service, Ticketing Manager and Head of Operations to facilitate the smooth running of the venue
- Pre-show checks and microphone management for introductions and question & answer sessions
- Attend the commencement of all screenings and report any audio or vision issues at the beginning of a screening to the projectionist if required
- Produce daily incident and status reports
- Attend Venue Coordinator briefing session prior to the commencement of the festival – date to be confirmed
- Attend Volunteer briefing session Monday 05 June 2023
- Provide consistent COVID Safe messaging and help ensure all volunteers and attendees adhere to COVID Safe protocols onsite

## KEY SELECTION CRITERIA

### Essential

- Experience of cinema ushering, front of house or box office management
- Good communication skills
- Ability to juggle multiple tasks and work well under pressure
- Cool, calm and collected with a friendly, outgoing disposition
- Capable of delivering high standards of customer service
- Flexible approach to working hours

### Desirable

- Previous front of house experience
- Previous experience working in events in the arts or a cultural organisation
- Previous experience with the Ferve ticketing system or other ticketing systems
- Previous experience with Deputy software
- An interest in film and the film industry

## 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.

### Sydney Film Festival

Level 2, 10 Hickson Road, Sydney NSW 2000 Australia  
PO Box 96 Strawberry Hills NSW 2012 Australia

T + 61 2 8220 6600

E [info@sff.org.au](mailto:info@sff.org.au) | [www.sff.org.au](http://www.sff.org.au)

ABN 84000233741

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- **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.
- **Resilience:** Able to persist and deliver when faced with challenges and bounces back quickly from setbacks.

## TO APPLY

Please send your CV and cover letter addressing the selection criteria and your suitability for the role to [info@sff.org.au](mailto:info@sff.org.au). Applicants may apply for any or all roles.

Applications close Saturday 15th of April 2023.

Interviews to commence shortly after application closing date SFF is an inclusive workplace and encourages applicants of all abilities and backgrounds.