

SYDNEY FILM FESTIVAL

POSITION DESCRIPTION

Role Title:	Venue Coordinator - Casual
Department:	Operations & Events
Reporting to:	Venue Supervisors, Operations & Events Manager (0.5), Head of Operations & Events (0.5)
Event Dates:	5 – 16 June, 2024
Salary	Award Rate Cinema Worker Level 5 - \$37.56 hourly rate
Application Dates	To apply for the position, please send your CV and a cover letter addressing the key selection criteria, and your suitability for the role to Saige Browne – Operations & Events Manager at info@sff.org.au by 23rd April 2024 , or 6th May 2024 if earlier date has passed.
Key Dates:	Venue Staff Training Date – 2nd May 2024 or 24th May 2024 Venue Site Induction – 1 hour, 1 week before the festival, date determined by venue

Organisation:

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. It also has 250+ features, shorts, retros, and documentaries from over 70 countries and 350+ sessions at around eight Sydney-wide venues over 12 days. The Festival celebrates its 71st Festival in 2024 between 5 – 16 June.

The Festival hosts several awards to recognise excellence in filmmaking, including the Official Competition, Documentary Australia Foundation Award for Australian Documentary, First Nations Award 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 governments, as well as corporate sponsorship and philanthropic donations.

Purpose:

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, in collaboration with a Venue Supervisor at major venues.

The successful applicant will enjoy working in a busy environment and be able to juggle multiple tasks concurrently.

Accountabilities and duties:

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 – or assist Venue Supervisor where available
- Liaise with venue and SFF staff to coordinate daily schedules and schedule changes– or assist Venue Supervisor where available
- Respond to and resolve customer complaints and queries
- Supervise, support, 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 Operations Team to facilitate the smooth running of the venue
- Pre-show checks and microphone management for introductions and question and 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 online briefing session prior to the commencement of the Festival.
- 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 system scanners
- Previous experience working with volunteers / skills in delegating and assigning tasks
- 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.
- *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.

Key Stakeholders

	Daily	Frequent	Periodic	Occasional
Internal	Ops & Events Team Volunteer Coordinator Box Office & Ticketing Venue Supervisors (where available) Volunteers	Guest & Industry Team		
External	Venue Staff			