

# SYDNEY FILM FESTIVAL

## POSITION DESCRIPTION

<b>Role Title:</b>	Venue Coordinator - Casual
<b>Department:</b>	Operations & Events
<b>Reporting to:</b>	Venue Supervisors, Operations & Events Manager (0.5), Head of Operations & Events (0.5)
<b>Event Dates:</b>	4 – 15 June, 2025, (additional possible Back By Popular Demand 16 – 22 June, 2025)
<b>Salary</b>	Cinema Worker Level 5 - \$38.98 hourly rate
<b>Application Dates</b>	To apply for the position, please send your CV and a cover letter addressing the key selection criteria, and your suitability via <a href="http://www.sff.org.au/about/jobs/">www.sff.org.au/about/jobs/</a> by <b>Wednesday 23 April 2025</b> .
<b>Key Dates:</b>	Venue Staff Training Date – <b>16 May 2025</b> 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. Each year the Festival brings the best new local and international films audiences in Sydney. As well premiere features from over 60 countries, SFF screens short films, Australian films, documentaries and archive titles. The festival hosts a number of awards to recognize excellence in filmmaking, including the Official Competition, Dendy Awards for Australian Short Films, (which are Academy Award eligible) and Documentary Australia Foundation Documentary Prize.

### 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. Venue Staff will be required to be available for a variety of day and evening shifts over the festival dates, and must be available weekends, including the public holiday Monday 9 June. Venue Staff will be required to complete accessibility training in advance of the festival.

### 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 a briefing session prior to the commencement of the Festival.

Key Selection Criteria	
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Proven experience of cinema ushering, front of house or box office management</li> <li>• Excellent communication skills</li> <li>• Ability to juggle multiple tasks and work well under pressure</li> <li>• Cool, calm and collected with a friendly, outgoing disposition</li> <li>• Commitment to delivering high standards of customer service</li> <li>• Flexible approach to working hours</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Previous experience working in events in the arts or a cultural organisation</li> <li>• Previous experience with the Ferve ticketing system or other ticketing system scanners</li> <li>• Previous experience working with volunteers / skills in delegating and assigning tasks</li> <li>• An interest in film and the film industry</li> </ul>

Core Competencies	
	<ul style="list-style-type: none"> <li>• <i>Team Focus:</i> Is committed and skilled at working with and assisting others to achieve positive outcomes.</li> <li>• <i>Flexible:</i> Demonstrates a willingness to take on new challenges roles and responsibilities and adapt positively to changing working conditions and priorities.</li> <li>• <i>Self-Starting:</i> Highly motivated to achieve, shows initiative and acts proactively to deliver excellent results without directive supervision.</li> <li>• <i>Interpersonal:</i> Skilled at building rapport, understanding others needs and developing effective working relationships.</li> <li>• <i>Resilience:</i> Able to persist and deliver when faced with challenges and bounces back quickly from setbacks.</li> </ul>

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