

## POSITION DESCRIPTION

<b>POSITION TITLE</b>	Usher
<b>CONTRACT DATES &amp; HOURS</b>	2 August – 24 August 2025  These dates are inclusive of any induction dates, festival delivery dates and any encore screening dates.
<b>FESTIVAL DATES</b>	7 August – 24 August 2025
<b>LOCATION</b>	Melbourne CBD and metropolitan venues
<b>REMUNERATION</b>	\$33.73 per hour inclusive of casual loading, paid in accordance with Cinema Worker Level 2 of the Broadcasting, Recorded Entertainment and Cinemas Award. This rate is subject to change on 1 July 2025 as per the Award.

## ABOUT MIFF

Founded in 1952 and now in its 73<sup>rd</sup> 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.

MIFF returns in 2025 with the most anticipated titles from the world's greatest festivals – from Cannes and Sundance to Rotterdam, 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:** An enlightened, inclusive, engaged society through film.

**Our Mission:** To bring you the story of the world through curated and unforgettable screen experiences.

**Core Values:** Creativity, inspiration, integrity, independence.

Filmfest Limited is the parent company that trades as MIFF and MIFF Industry, and is a registered charity under the Australian Government's Register of Cultural Organisations.

## ABOUT THE ROLE

The Usher supports the Venue Coordinator in ensuring that MIFF audiences have a safe and enjoyable experience at all festival screenings and events. The Usher will manage Volunteers whilst on shift, ensuring all MIFF Volunteers are working to a high standard of customer service and are well-versed in all operational front of house duties. The Usher reports directly to the Venue Coordinator and Front of House Manager and is a part of the Operations Team which includes the Volunteers Manager, Technical Manager, Operations Coordinators and Access Coordinator. They are also expected to work with the wider MIFF team on the smooth and efficient delivery of the Festival.

The duties of the Usher apply to any, and all, MIFF venues they are assigned to work at as per their rostered shift.

## ORGANISATIONAL RELATIONSHIPS

**Reports to:** Venue Coordinators, Front of House Manager

**Direct reports:** Volunteers

**Member of team:** The Operations team is responsible for MIFF's venues operations, event planning and management, film materials technical delivery, operational risk management and legal and insurance compliance for these areas.

**Key interactions:** Head of Operations, Operations Manager, Volunteers Manager, Events Manager, Operations Coordinators, Technical Manager, Assistant Technical Manager, Events Coordinators, Access Coordinator, Projectionists, Ticketing and Box Office team, Programming team, Head of Guests and Special Projects, Guest Services Manager.

## AREAS OF RESPONSIBILITY AND DUTIES

<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Offer the best first impression of MIFF for all attendees</li> <li>• Provide superior frontline customer service to MIFF audience</li> <li>• Provide information on Festival events and operations to MIFF attendees and the general public</li> <li>• Pro-actively supervise and assist MIFF attendees, including directing to box office, other venues and enact any other reasonable requests as required</li> <li>• Ensure all MIFF Deluxe Members and MIFF Circle entitlements are provided and ensure a high level of customer service</li> <li>• Provide an elevated duty of care to MIFF audience</li> </ul>
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	<ul style="list-style-type: none"> <li>• Troubleshoot any issues, complaints, concerns or feedback raised by any MIFF attendees, including MIFF internal staff, and escalate to the FOH Manager or relevant external duty manager as required</li> </ul>
<b>Volunteer Management</b>	<ul style="list-style-type: none"> <li>• Supervise and manage volunteers, ensuring that all volunteers provide superior and efficient customer service, are well-versed in MIFF policies and procedures, risk management and FOH processes</li> <li>• Train and manage the Volunteers assigned to your venue, ensuring Volunteers feel supported in their role and are given all necessary tools and training to succeed</li> <li>• Engage Volunteers in a pro-active and professional manner whilst encouraging a positive and safe learning experience</li> <li>• Assist with any volunteer issues or concerns, ensuring these are addressed with care and as a matter of urgency. Escalate any concerns to the Venue Coordinator, Volunteers Manager and Front of House Manager as required</li> <li>• Ensure you are creating and fostering a fun, encouraging, open and supportive work environment</li> </ul>
<b>Venue Operations</b>	<ul style="list-style-type: none"> <li>• Act as a key contact for MIFF operations at your rostered venue for both internal MIFF staff and external venue staff and stakeholders</li> <li>• Take initiative and work autonomously to ensure your rostered venue operates in a smooth and efficient manner, ensuring sessions commence as per the programmed schedule</li> <li>• Assist in the running of detailed briefings for all MIFF sessions including external Venue staff, and Volunteers to ensure all MIFF representatives are across all pertinent operational information</li> <li>• Facilitate the operation of Priority and General Public queues and ensure all patrons are directed appropriately</li> <li>• Assist with the management of the Priority queue, ensuring Deluxe Members, MIFF Circle and any other relevant patrons receive priority entry where appropriate</li> <li>• Facilitate all tickets being scanned prior to attendees entering the session and ensure that only attendees with a valid ticket or Festival pass are admitted into a MIFF cinema</li> <li>• Facilitate Volunteers proactively directing attendees to their seats, including directing patrons to allocated seats where necessary and maintain and monitor any reserved seating</li> <li>• Coordinate the operation of Standby queues for all sessions which have reached capacity and ensure standby tickets are processed in a timely manner in consultation with Box Office staff</li> <li>• Monitor screening content and report any technical issues to Projection staff immediately</li> <li>• Assist external venue staff in cleaning and clearing the cinema at the conclusion of each session and ensure it is ready for the next film before the house is open for the next session</li> <li>• Assist with completion of in-depth session reporting, detailing all major incidents, issues and pertinent venue operational information</li> </ul>

	in a timely manner and escalate to the Operations team where required
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>• Perform Warden duties as outlined in the MIFF Safety and Emergency Management Plan (SEMP) in case of incident or emergency</li> <li>• Assist with the proactive maintenance of venue checklists and ensure all safety and risk management standards are adhered to by all MIFF representatives</li> <li>• Ensure all Volunteers have a thorough understanding of their responsibilities regarding incidents and emergencies</li> <li>• Monitor crowd conditions and act to prevent, control or contain any problems. Alert the Front of House Manager, Venue Coordinator or external Venue staff to any concerning or unresolved issues.</li> <li>• Ensure all external Venue staff are alerted to incidents such as emergency situations and first-aid/medical incidents</li> <li>• In the case of any incidents, including first aid/medical emergencies, Ushers are responsible for following MIFF incident reporting protocols and are required to submit incident reports in a timely manner</li> </ul>
<b>Events</b>	<ul style="list-style-type: none"> <li>• As directed by the Events and Operations team, provide on the ground assistance during the bump in/out and execution of MIFF major, elevated and standard events</li> <li>• Either assist the Event Coordinator(s) as directed or proactively lead the stage management for talent appearances, including Intros and Q+As</li> <li>• Assist with the facilitation of talent briefings on the schedule and mic usage and ensure all Intros/Q+As commence on time as per the program schedule</li> <li>• Coordinate the use of Slido for audience Q+As by monitoring submitted questions and assisting the moderator to conduct a seamless Q+A</li> <li>• Liaise with Projection staff and Technical/Production staff and assist with mic checks and arrangement of any tech equipment for Intros and Q+As and any other duties as required</li> </ul>
<b>Access</b>	<ul style="list-style-type: none"> <li>• Have a thorough understanding and confidence in MIFF's access policies, delivery of accessible services and provide outstanding customer service to any d/Deaf and disabled MIFF attendees</li> <li>• Champion inclusive language across the Volunteer teams at your venue</li> <li>• Support any MIFF Volunteers living with disability assigned to your venue to the best of your ability and provide feedback to the Front of House Manager should you require assistance</li> <li>• Facilitate the execution of accessible sessions operating at your venue and perform duties delegated to you by the Venue Coordinator, Access Coordinator, Front of House Manager and Operations Manager</li> </ul>

	<ul style="list-style-type: none"> <li>Report back to the Venue Coordinator, Front of House Manager and Operations Manager regarding accessibility at each venue and work towards improving venue access</li> </ul>
<b>Other duties</b>	<ul style="list-style-type: none"> <li>Present a positive image of MIFF and the Festival program and partners</li> <li>Be well presented and always conduct yourself in a professional manner whilst at work, including during work-related functions</li> <li>Adhere to all MIFF policies and procedures including OHS and MIFF risk management documentation</li> <li>Arrive to all shifts on time and use Deputy to sign in and out and keep a record of hours worked</li> <li>Ensure all mandatory staff breaks are completed in an appropriate and timely manner</li> <li>Not attend shifts if not fit to work and communicate with Front of House Manager immediately if unable to attend any rostered shift</li> <li>Provide own clothing to be worn on shifts. Staff must be neat and professional at all times and clothing must be work appropriate. Ensure you always wear your MIFF lanyard whilst on shift.</li> <li>Must wear closed-toed shoes to every shift</li> <li>In line with your general duties, you may be asked to use your personal mobile phone whilst on shift. MIFF offers no reimbursement for this. If you are unwilling to do so alternatives will be provided to ensure that you can complete your duties</li> <li>Take initiative and troubleshoot where necessary</li> <li>Undertake any other duties as directed by the Front of House Manager</li> </ul>
<b>Maintaining good relationships with MIFF staff and stakeholders</b>	<ul style="list-style-type: none"> <li>Contribute to positive staff morale and maintain professional and productive working relationships with MIFF core and contract staff.</li> <li>Demonstrate a willingness to assist other staff when necessary.</li> <li>Contribute to a positive working environment.</li> <li>Display respectful behaviour towards other staff members and festival patrons.</li> <li>Communicate any problems, delays, risks or concerns to your manager immediately and recommend solutions where possible.</li> <li>Maintain confidentiality of all MIFF information and intellectual property</li> </ul>
<b>Adhering to MIFF's Code of Conduct and HR policies</b>	<ul style="list-style-type: none"> <li>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 adhere to MIFF's Code of Conduct. The Code of Conduct and HR Policies will be provided upon acceptance of the role.</li> </ul>

## 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](mailto:jobs@miff.com.au).

### Primary Actions/Conditions

- Supervise and assist volunteers, internal and external stakeholders and guests
- Use of smart devices; ability to navigate complex database systems and consistent use of screens
- Extended periods of standing, walking and use of stairs
- Use of voice projection to make announcements; crowd/queue management and carrying out of duties in crowded and loud foyers/venues
- Duties could take place in brightly lit spaces, dark cinema spaces and/or outdoor spaces

### Secondary Actions/Conditions

- Medium manual handling during venue bump-in and -out

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

- 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
- Ability to lead, motivate and support a team of volunteers effectively, including strong communication skills, and the ability to handle high-pressure situations calmly
  - Ability to work in a fast-paced festival environment, adjusting priorities as required and carrying out duties calmly under pressure
  - Proven ability to think quickly, adapt and resolve unexpected issues that may arise during festival delivery

### Desirable

- Demonstrated experience working or volunteering in a comparable industry (including but not limited to cinema, theatre, live performance/music, events, creative arts)
- Strong organisational skills, with extremely high attention to detail, follow-through and the ability to multitask
- Experience working in large-scale festivals/events
- Experience working within the film/cinema industry

## HOW TO APPLY

To apply for this position, please fill out the application form [here](#).

For any queries, contact Hamish Reid, Front of House Manager, at [jobs@miff.com.au](mailto:jobs@miff.com.au) with 'Front of House Team' in the subject line.

Applications close at **11.59PM AEST on Sunday 8 June 2025**.

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.