



Position Description

Position title:	Venues & Front of House Coordinator
Reports to:	General Manager
Direct reports:	Volunteer Coordinator/2IC; Venue Supervisors
Work type:	Fixed term 5 June – 9 September The role averages 38 hours per week over the period. Flexible working against deliverables can be discussed. Full availability is required from August and over the Festival period, 21 August–3 September 2017
Salary:	Pro rata of \$54,740 package (\$46,000+ superannuation) full-time per annum equivalent
Location:	CBD-based

About Melbourne Writers Festival

Melbourne Writers Festival (MWF) is the City of Literature’s annual two-week celebration for writers, readers and thinkers. As one of Australia’s leading cultural events, we are proud to use literature to enhance and enable the creative and intellectual potential of all Victorians.

Each year in August, from our hub at Fed Square, the Festival celebrates the art, talent and ideas of hundreds of writers from Australia and around the world, through innovative literary programming that includes storytelling, performance, discussion and debate, walks, events for school groups, music and art events. There are over 350 events, and attendances exceed 70,000.

Growing the next generation of readers is something MWF takes great pride in. The MWF Schools’ Program is Australia’s biggest literary festival for students, with 15,000 attendances annually.

The 2017 Melbourne Writers Festival is on from Friday 25 August to Sunday 3 September.

Position purpose

The Venues & Front of House Coordinator plans and delivers front of house processes for the Festival. They recruit and supervise Venue Supervisors and front of house casual staff; roll out recruitment and rostering of the festival volunteers for Box Office, Artist Transport and Front of House duties; and work closely with MWF’s production team to deliver all Festival events to the general public. They are supported by a Volunteer Coordinator (in-festival).

The post holder uses their experience of front of house operations in live events, festivals or theatres; their interpersonal skills; and their experience working across event delivery teams to ensure that the Festival is delivered successfully, and that it is enjoyable, safe and positive for audiences, volunteers, and staff.

Most festival events take place at Fed Square venues. Some events are delivered in venues around the city.

KEY DELIVERABLES

Venues Coordination

- Plan, prepare and deliver front of house systems and processes for the Festival
- Work closely with MWF production staff to finalise event delivery processes
- Generate event documentation (running sheets, event briefs) as required

Front of House Coordination

- Execute front of house processes: timely entry and exit; queuing; safe audience movement
- Ensure audience comfort and safety; respond to access requirements; assist with risk management and incident management
- Comply with risk management and OH&S standards

Volunteer Coordination

- Roll out annual volunteer recruitment processes (online application)
- Work with MWF Sales & Ticketing Manager and MWF Artist Liaison on box office volunteer and artist care / volunteer driver requirements
- Roster volunteers before hand over to Volunteer Coordinator
- Deliver orientation processes including handbooks / induction; host volunteer briefing session(s)

Staffing

- With support from the General Manager, recruit, roster and manage a Volunteer Coordinator/2IC (in-festival), and small team of Venue Supervisors (in-festival), within an allocated budget
- Deliver orientation / training as required

Other

- Support Volunteer Coordinator/2IC in managing a festival volunteer hub, roster changes, comms
- Wrap up and conclude all processes at the end of the Festival; deliver a Staff Festival Report

Key selection criteria

We are looking for a candidate who is creative and practical, passionate about festival delivery, and who can demonstrate:

- Considerable applicable experience coordinating front of house and event delivery systems for a festival or large-scale live event series.
- Experience managing, inspiring and supporting a team including volunteers.
- Brilliant organisational skills, and accuracy.
- Customer service or hospitality experience, including knowledge of accessibility protocols, risk assessment and OH&S standards.
- Strong familiarity with Melbourne Writers Festival and/or with Federation Square and Melbourne's theatres and venues.

Application process

Please provide the following in a single Word or PDF document entitled '<your surname, firstname>':

Cover letter

A statement addressing each of the key selection criteria listed above (maximum 2 pages)

Curriculum vitae

Please send your application to shona@mwf.com.au with subject header "Venues & Front of House Coordinator application <your name>". Applications close at **9am on Tuesday 18 April 2017**. Interviews will be held in the week of 24 April.

Melbourne Writers Festival is an equal opportunity employer.