

Position title:	Venue Supervisor
Reports to:	Front of House and Volunteers Manager
Contract dates:	21st April – 11th May, part-time casual contract Full-time availability including evenings over festival weekend – 9 th , 10 th and 11 th May
Salary:	\$40 p/h base rate + super, with applicable penalties for festival dates
Location:	Festival Venues, MWF offices - Melbourne CBD
Deadline:	Monday 7 th April COB

Melbourne Writers Festival (MWF) brings writers and readers together to be inspired, challenged and thrilled by an intelligent, rousing and diverse program of books and ideas. Since 1986, the organisation has entertained hundreds of thousands of readers as Australia's boldest literary festival. Based in Melbourne, a UNESCO City of Literature, we provide the inspiration and framework for vital, timely conversations.

MWF runs 5th to 11th of May 2025. The main festival weekend runs from the evening of Friday 9 May, with full-day programming on Saturday 10th and Sunday 11th. The MWF Schools Program runs from Monday 5th through to Friday 9th at State Library Victoria, with other events for children and families included in the general program. **As such, Venue Supervisors working at State Library Victoria and/or supervising events for younger audiences are required to hold a valid Victorian Working With Children Check, which can be obtained online through [Service Victoria](#).**

This year, MWF is composed of events at State Library Victoria, The Wheeler Centre and The Moat, The Capitol, Fringe Common Rooms and The Athenaeum, plus morning walking tours of the CBD.

Melbourne Writers Festival aims to nurture a diverse and inclusive workplace, and Aboriginal and Torres Strait Islander people, people with disabilities, LGBTQIA+ people, and culturally and linguistically diverse people are encouraged to apply.

About the role:

Reporting to the FOH and Volunteers Manager, the Venue Supervisor is an essential role that supports the delivery of the MWF program and is responsible for volunteer and venue management at their designated venue. Venue Supervisors are responsible for liaison between production, operations team and venue staff on the ground, whilst managing a volunteer front of house team to facilitate the smooth running of festival events and book signings. We are seeking enthusiastic and experienced individuals with high level communication and leadership skills to fulfill this vital role in festival delivery.

Key responsibilities / job requirements:

- Supervise and support the volunteer front of house team
- Troubleshoot FOH and ticketing issues
- Act as the main point of contact for the festival team at the venue
- Work with venue staff to set up displays, bollards and signage in practical configurations for safe venue ingress and egress and crowd control, including book signings
- Liaise between venue, production and operations teams
- Escort speakers and guests throughout festival venues

Key Selection Criteria:

- Experience in supervising a festival venue and managing a volunteer team
- Intermediate computer skills, including CRM systems , ticketing programs and Microsoft Office; ability to quickly learn and become proficient in new systems
- Excellent customer service skills and experience in a sales or festival environment
- Strong organisational skills along with a proven ability to manage competing priorities and timelines
- Valid First Aid Certificate
- Valid Victorian Working With Children Check (required for Venue Supervisors working the MWF Schools program and events at State Library Victoria)
- Experience in POS systems, and the use of an EFTPOS machine or Square Reader (desirable)

How to apply

Please send a CV and cover letter to Front of House and Volunteers Manager Poppy Mee:
poppy@mwf.com.au