



**Position title:** Front of House and Volunteers Manager

**Reports to:** CEO, with reporting line to Production Manager

**Direct reports:** Volunteer Coordinator; Venue Supervisors

**Term:** 14 June to 23 September 2022

**Work type:** Fixed term, full time

Full availability over the immediate lead up to the festival and the festival period itself, 3-11 September 2022 including weekends.

**Salary:** Pro rata of \$60,000 full-time per annum equivalent, plus superannuation

**Location:** CBD-based

**Organisation**

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.

This year, MWF is planning a live, COVID-safe festival with more than 100 events featuring Australian authors and a supplementary digital program for international authors. MWF Schools, Australia’s biggest literary event for students, will also take place during the festival. MWF runs 3 to 12 September 2021.

Melbourne Writers Festival is an Equal Opportunity Employer. Aboriginal and Torres Strait Islander people, people with disabilities, LGBTQIA+ people, and culturally and linguistically diverse people are encouraged to apply.

**About the role**

**Front of House & Volunteer Manager** 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 care and front of house duties, and work closely with MWF’s production team to deliver all Festival events to the public.

They are supported by a Volunteer Coordinator during festival delivery.

The Manager ensures that the Festival is delivered successfully, and that it is enjoyable, safe and positive for audiences and volunteers.

## **Key responsibilities / job requirements**

### Planning

- Work with the MWF programming and production teams develop and deliver overarching operational plans that support the Festival's precinct in State Library Victoria, Wheeler Centre, Capitol and Athenaeum Theatres, and other key venues.
- Work in collaboration with MWF's Production Manager to ensure COVID safety measures are followed by volunteers and patrons.

### Front of House Coordination

- Plan, prepare and deliver front of house systems and processes for the Festival
- Execute front of house processes: timely entry and exit; queuing; safe audience movement
- Ensure audience comfort and safety; respond to access requirements; lead incident management
- Comply with risk management, COVID-safe protocols, and OH&S standards
- Work closely with MWF production staff to finalise event delivery processes
- In collaboration with the Production Manager, generate event documentation (running sheets, event briefs) as required
- Ensure COVID protocols are clearly communicated to volunteers and audiences

### Volunteer Coordination

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

### Staffing

- Recruit, roster and manage a Volunteer Coordinator, and team of Venue Supervisors, within an allocated budget
- Deliver orientation / training as required

### Other

- Support Volunteer Coordinator in managing a volunteer hub, roster changes, communications
- 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 practical and passionate about festival delivery, and who can demonstrate:

- Applicable experience planning and implementing front of house and event delivery systems for a major festival or large-scale live event series.
- Experience managing, inspiring and supporting a team including volunteers.
- Exceptional organisational skills, and attention to detail.
- Customer service or hospitality experience, including knowledge of accessibility protocols, risk assessment, OH&S standards, and COVID-safety protocols.
- Strong familiarity with Melbourne Writers Festival and/or with Melbourne's theatres and venues.

## **Application process**

Applications will be accepted until **5.00pm Friday May 20 2022**

To apply, please email your CV and response to the selection criteria to [recruitment@mwf.com.au](mailto:recruitment@mwf.com.au) with subject header FOH & Volunteer Manager application <your name>”.