

MQFF Position Description



Position title	Operations Manager
Employment status	Part Time 0.6 FTE
Term	Fixed term 3 year Contract
Salary	\$34,000 - \$37,000 + Superannuation
Position reports to	Executive Director
Location	225 Bourke Street, Melbourne 3000
Reports	Festival Assistant. Festival Volunteers

Environment

The Melbourne Queer Film Festival (MQFF) is a not-for-profit community organisation with a mission to **'engage the community with the best LGBTI+ content in order to educate, entertain and celebrate diversity.'** The Festival produces Melbourne's annual queer film festival alongside a smaller program of members and fundraising events each year. The 12 day Festival, now in its 28th year, screens over 130 LGBTIQ-themed films from Australia and around the world, across 90 sessions and 3 venues each March/April. The Festival is a highlight of queer Melbourne's cultural calendar with a strategic vision to be recognised as a leading international queer screen event, bringing the best of world queer culture to Melbourne and enhancing the reputation of Australian filmmaking.

Role Purpose

Manage the Operations and logistics for the festival with a focus on Events, Venues, Volunteers, Membership, Hospitality and Ticketing.

The efficient and effective delivery of the festival and all its satellite events depends on this role.

Key Accountabilities

Operations / Admin

Develop and maintain annual operations plan detailing all required effort.

Manage office operations and carry out general administrative duties including mail and courier management, filing and maintenance of effective and accessible filing system, research as required, ordering and maintenance of office supplies, overseeing of maintenance of office and office equipment including computers, phones, photocopier, printers and maintenance contractors.

Staff reception, answer telephone and direct calls to relevant staff or take messages as appropriate; deal with basic phone enquiries regarding the Festival and follow up enquiries with appropriate written material.

Act as the office trouble-shooter for computers and email/ISP issues and manage IT support.

Collect and direct email, faxes and mail.

Manage mailing lists and databases, oversee invitation lists.

MQFF Position Description

Events

Manage the delivery of all festival events including Launch, Opening, Closing, membership screenings and any other festival related screening, panels and free functions.

Manage annual fundraising events.

Coordinating hospitality requirements for special events and VIP functions.

Venues

Manage the details and operations at all screening and hospitality venues including catering, staffing and cost control and stock management.

Provide a warm and welcoming service to the public, our audience, Corporate supporters, funding bodies, colleagues, filmmakers, and producers and an effective liaison with relevant MQFF staff.

Volunteers

Manage Volunteers

Develop a strategy to attract and retain volunteers for the festival.

Assign volunteers to appropriate positions and provide supervision, support and maintain positive working relationships with all volunteers, reinforcing the goals of the organisation.

Membership

Manage the delivery of the membership program and record keeping.

Manage and maintenance of membership procedures, benefits and communications

Ticketing

Manage the ticketing system, handle ticket related queries, provision of passes and comps.

Support/Assist

Assist with funding and sponsorship deliverables.

Contribute to the preparation and maintenance of annual budgets.

Contribute to the preparation and acquittal of funding applications from sponsors and funding agencies.

Provide support to Festival publicist.

Assist Marketing in the delivery of Festival key-art, trailer, program guide, poster, banners and associated marketing collateral.

Support all MQFF Festival staff as required, including a variety of administration, co-ordination and liaison functions relating to the production of the Festival and the artists and producers involved.

Board

Prepare, organise and distribute all board papers and materials for Board Meetings

Take minutes at Board Meetings and circulate.

Maintain all Board Minutes, working papers, decisions, policies and procedures

Liaise with the Board and other committees as required to provide support

Key Selection Criteria

Knowledge and skills

- **Festival Operations** – Proven experience in the operations of a festival, dealing with ticketing, membership, sponsors and organising audiences.
- **Knowledge** – Extensive knowledge of and experience with event ticketing and the LGBTIQ+ community.
- **Relationships** – Proven ability to manage, supervise and motivate staff, recruit and train volunteers
- **Communications** - Excellent written and verbal communication skills including public speaking.

MQFF Position Description

	<ul style="list-style-type: none">• Festival Environment – demonstrated experience in the Arts / Cultural / Community / Not-for-Profit sector.• IT Skills - Strong knowledge and skills in the Apple environment, MS Office Suite (Excel, Word, Outlook), web research and social media platforms.
Personal qualities	<ul style="list-style-type: none">• Delivery – exceptional organisational skills and ability to meet deadlines and manage multiple projects simultaneously.• Commitment - A commitment to MQFF’s mission and a broader understanding of the role the MQFF plays in the local and international queer film festival context• Flexibility - adapts approaches and work to changes in the environment and effectively meets new challenges.• Initiative and Accountability - takes responsibility for actions and proactively implements work plan and addresses issues.• Integrity - instils mutual trust and confidence and behaves in a fair and ethical manner towards others, demonstrating a sense of corporate responsibility and a commitment to community.• Team Work - cooperate effectively with the team and work collaboratively to achieve work plan and goals.
Qualifications	
<ul style="list-style-type: none">• Experience in the LGBTI sector will be viewed favourably.	
Our Values	
<ul style="list-style-type: none">• Quality We expect to succeed. We work hard and deliver our best at all times• Fun We are bold and creative and strive to bring fun to our community and to our staff, supporters and volunteers• Diversity We value difference. We seek to bring out the best in each other and respect everyone's contribution• Community We are a part of, and work for the benefit of our community.• Integrity We are professional. Trust, respect and collaboration are essential. Our success depends on positive interactions with others	
Hours	
<p>Work will be required outside normal business hours and on weekends, particularly in the lead up to the festival. The work is most intense during and in the lead up to the festival with a quiet period from May through to August. The incumbent is expected to balance this work commitment to average out to 3 days per week.</p>	

MQFF Position Description

Key Relationships

External:

MQFF Patrons (Sweethearts)

MQFF Members

Arts/Cultural/Queer Groups

Venue Management

Hospitality Suppliers

Event Producers

Internal:

Board of Management

Events Committee

Executive Director

Program Director

MQFF Staff

Festival Assistant

Volunteers and Inters

Key Metrics

Customer Satisfaction – as measured by audience survey.

Operations Performance – on schedule screenings