POSITION DESCRIPTION

Position title	**Deputy Venues Manager**
Employer	Melbourne International Comedy Festival
Reports to	Venues Manager
Position reports	Front of House Managers, Front of House Attendant
Full time equivalent (proposed)	13.6 weeks FTE
Inherent physical requirements	An inherent physical requirements profile for this role is enclosed
Live Performance Award	Production and Support Staff – Level 6
Contract duration (proposed)	4 January 2027 – 28 February 2027: 0.6 FTE 1 March 2027 – 21 March 2027: 1.0 FTE 22 March 2027 – 18 April 2027: 1.2 FTE 19 April 2027 - 23 April 2027: 1.0 FTE

Melbourne International Comedy Festival

Melbourne International Comedy Festival is one of the world's great comedy festivals and one of Australia's largest and most loved cultural events.

Conceived to promote the comedic arts in Australia, the Melbourne International Comedy Festival has earned its global reputation through creative, eclectic programming. The organisation is active year-round with national and international touring, educational and artistic development programs complementing the presentation of the annual four-week festival.

The Festival values and encourages inventiveness, diligence and respect for all. Melbourne International Comedy Festival staff contribute as a team to the production of the Festival and have the opportunity for input in a variety of areas. An ability to communicate effectively and collaborate in a way that enables efficient and professional delivery of all aspects of the Festival's operations is essential.

Position objectives

The Deputy Venues Manager is a key fixed-term Venues leadership team position contracted annually. The main responsibility of this role is to provide pre-production and Festival delivery support to the Venues Manager and Venues team as a whole, to assist with the recruitment; training and management of the Front of House (FOH) staff, to effectively manage the Day precinct venues, performances and FOH staff rostered within this precinct, flexibility to assist in other venues and other precincts as required and to act on behalf of the Venues Manager during the day and in their absence.

This role will provide administrative support to the Venues team, both in pre-production and Festival delivery, assist in preparing and collating information for staff training, will assist with staffing requirements and maintaining the roster daily, maintain marketing collateral (posters and flyers) in conjunction with the Marketing & Partnerships team.

This role is part of a larger Venues team, who are responsible for managing all Festival Managed Venues, and is expected to provide assistance where possible. The Deputy Venues Manager, along with the Assistant Venues Managers who form the rest of the Venues leadership team, report directly to the Venues Manager and the Venues team is responsible for the smooth and efficient management of all Festival Managed Venues.

Initials: _____

The duties of the Deputy Venues Manager refers to Festival Managed Venues. Festival Managed Venues for 2027 include Melbourne Town Hall, Trades Hall, Max Watt's, The Westin, The Victoria Hotel, Swiss Club, Chinese Museum and others.

Key relationships

Internal

- Festival Director
- Technical Director
- Venues Manager and Assistant Venues Managers
- Program Managers and Programming Team
- Venue Program Manager
- Finance Managers
- Production Managers and Technical team
- Event Operations Coordinator and EOC Team
- Marketing & Partnerships team
- Ticketing Manager and Ticketing team
- Front of House casual staff

External

- General public and ticketholders, artists and producers, contractors and service providers, venue and security staff and special events crew

Key Responsibilities

The Deputy Venues Manager will effectively, efficiently and with care assist in delivering the Festival including:

Pre-Production

- Assist the Venues Manager in the application and recruitment process for the FOH casual staff positions, including shortlisting & administering applications, arranging candidate interviews and administering staff into FOH roles when successful.
- Prepare staff lists, collate information for staff photo identification passes and maintain pre-festival communication with FOH staff.
- Assist with editing and update existing nightly reporting templates, ensuring all necessary information is captured.
- Assist the Venues Manager in the planning and operational delivery of merchandise sales during the Festival.
- Assist with the preparation and delivery of staff training, including writing training manuals, preparing other training materials, distributing uniforms, presenting to and training staff, facilitating venue tours and directing & monitoring staff in the bump in of the venues.
- Assist with pre-production planning including collating venue information, updating room and queue plans and ensuring venues have adequate and updated signage in conjunction with the Marketing department.
- In conjunction with the Assistant Venues Managers, attend venue walkthroughs for all venues and update venue information on our online platform (Airtable) as and when required. Advise if patron information channels require updating as required.
- Organise, distribute, install and maintain FOH venue boxes for each venue, ensuring that venue boxes are stocked with relevant equipment, season supplies and relevant sundries.
- Support the Venues Manager with the creation & maintenance of staff rosters and consult on the allocating of staff to venue spaces.

- Assist with the updating of Risk Management documents and the distribution of these to all relevant parties.

Festival Delivery

- Ensure the readiness of the venues each day including but not limited to ensuring signage is visible, content warnings per shows are being displayed correctly and remain relevant, queue barriers are in position, and venues are maintained to a high standard.
- Assign tasks, direct, monitor and support FOH staff rostered to the Day precinct and any other precinct where required. Ensure staff movements are planned around the performance schedule and communicate with staff any last-minute changes or relevant information.
- Access ticket sales and communicate expected sales and sold out shows to rostered FOH staff, liaising with the Venues Manager to adjust staff levels if necessary.
- Support and liaise with Ticketing staff where venues may have a physical box office.
- Support FOH with last minute on the door ticket sales as and when required, surrounding Festival Club.
- Daily management of the FOH staff roster, ensuring that all evening shifts are filled, finding suitable FOH staff to cover shifts where required and rearranging of rostered FOH staff across all venues to cover any shifts where a replacement cannot be found.
- Ensure all FOH staff perform their duties to the highest possible standard, are in uniform and well-presented and that they direct the general public in a pleasant, professional and efficient manner.
- Liaise with bar management in venues to ensure the smooth running of bar queuing systems for show incomings and help the front of house team manage when the bars should be opened and closed for patrons.
- Attend the daily briefing with the Venues Manager and Assistant Venues Managers, delivering a snapshot of key operational details for the evening ahead. Review and interpret the daily snapshot report, and follow up on any issues from the previous night with the Venues Manager, EOC and relevant departments to ensure items are closed out.
- Action EOC log items tagged to the Venues Team, support the Venues Manager with external venue communications, and follow up on issues raised in precinct reports.
- Lead and facilitate the presentation of all patron touch points; foyers, hallways and performance spaces in FMV's and ensure that all FOH managers are assisting with the general upkeep and presentation of their delegated space.
- Be responsible for the distribution of participant posters throughout the Festival Managed Venues during bump in, the ongoing renewal, replacement and maintenance of posters during the season and the removal of posters and any fixings at the conclusion of the Festival, ensuring a fair representation of shows in public displays.
- Promptly report any inappropriate and/or unsafe audience, artist, producer or staff behaviour to the Venues Manager and Technical Director.
- Assist the Venues Manager in approving timesheets in a timely manner and submitting to the Finance team.
- Provide on the job assessment of staff and determine if their level of training is suitable for their position. Provide on the job training and mentoring when required.
- Assist with the creation and distribution of the FOH staff feedback form.
- Prior to the completion of the contract, complete an Exit Report detailing feedback on the role and providing recommendations for the future.
- Prior to the completion of the contract, complete an Exit Interview with the Venues Manager and Technical Director to discuss your time at the Festival.

- Other reasonable duties as determined from time to time by the Venues Manager, Festival Director, and the Technical Director.

Bump In/Out

- Be responsible for the distribution of participant posters throughout the Festival Managed Venues during bump in, ensuring a fair representation of shows, and the removal of posters at the conclusion of the Festival.
- Ensure all venues and foyers are set-up to a presentable standard and that each room matches the designated floor plan.
- Assist the Venues Manager with the install and maintenance of relevant infrastructure, signage, communications and ancillary equipment required for the daily operation of Festival Managed Venues.

Risk Management

- Monitor crowd conditions and take action to prevent, control or contain any problems. Alert the Venues Manager, or venue security staff, to any serious or unresolved issues.
- Maintain safety and security of the Precinct venues to the utmost of your abilities and continually monitor the precinct for risks that may arise.
- Be familiar with and carry out all Area Warden responsibilities outlined in the Safety and Emergency Management Plan (SEMP). In an emergency, assist with evacuation of patrons from the venue, following the directions of the Chief Warden and/or EOC.
- Report a serious incident immediately (via radio or phone) to the EOC and follow their guidance in responding to the incident. An Incident Report must be submitted as soon as possible following the incident.
- Assist the Venues Manager with patron complaints, referring any ticketing related issues to the Ticketing Manager.
- Maintain a clean and safe environment throughout the Festival.

Communication

- Provide a welcoming and supportive environment for all artists and producers working within the Festival.
- Report all significant issues or complaints to the Venues Manager and EOC.
- Ensure that all FOH staff are providing an effective level of feedback to the Venues team in their venue/show reports.
- Maintain an open communication with the Venues team so that all staff are supporting each other to the best of their abilities.
- Conduct a succinct daily handover of all relevant information with the Venues Manager and Assistant Venues Managers.
- Ensure and facilitate effective communication of information pertaining to all venue issues between the relevant Festival managers including Venues Manager, Technical Director, Production Managers, Ticketing Managers, Venue Programming Manager, Marketing Director.
- In the absence of the Venues Manager, communicate with Festival staff, artists, independent producers, and external venue contacts regarding venue related issues.
- Liaise with the Marketing and Partnerships team regarding Partner functions and priority access to venues.

WHS Responsibilities

In the context of Workplace Health and Safety policies, procedures, training, and instruction, as detailed in Section 25 of the Occupational Health and Safety Act 2004, employees are responsible for ensuring that they:

- Follow reasonable instruction
- Cooperate with their employer
- Maintain and observe all current Health and Safety policies and procedures.
- At all times, take reasonable care for own health and safety and that of other persons that may be affected within the Workforce

Selection criteria for the position

- Experience in venue management for multi-performance space venues
- Excellent attention to detail and ability to also focus on the bigger picture
- Ability to relay information efficiently and clearly
- Proven staff management in a theatre, live event, festival context
- Proven administrative skills in a fast and dynamic environment
- Experience with rostering software and a familiarity to coordinating a large team's availabilities for a roster
- Ability to take initiative and work autonomously, as well as part of a team
- Ability to communicate clearly and effectively as a member of a complex and interdependent team
- Ability to work efficiently and calmly under pressure in what can be a busy and distracting environment
- Excellent personal presentation
- Patience, inventiveness, diligence, an attitude of cheer

Personal attributes and desired experience

- Excellent personal presentation, and proven high standard of verbal and written communication skills
- Ability to work efficiently and calmly under pressure in a fast-paced and dynamic environment
- Ability to deal with a variety of internal and external stakeholders
- Willingness to learn, take direction and work as part of a team
- Willingness to work in a festival cycle that involves work outside standard business hours
- Patience, energy and a sense of humour

Employment is conditional upon agreement to a National Police Record Check and satisfactory completion of a Working with Children Check.

INHERENT PHYSICAL REQUIREMENTS

Position Profile
Position: Venues Manager, Deputy Venues Manager, Assistant Venues Manager
Primary Actions: Administration, office/workstation/venue-based tasks, long hours on feet, frequent walking between venues Secondary Actions: Manual handling – low to medium frequency and volume
Additional notes (varies depending on position): Customer communication and support, screen-based activities, ushering, occasional requirement to use loud voice, travelling to multiple venues

Action	Never	Occasional	Frequent	Continually
Sitting			X	
Standing			X	
Walking			X	
Steps or stairs (MICF office and venues)			X	
Squatting or kneeling			X	
Bending or twisting			X	
Working with hands above shoulder height, reaching forwards or sideways		X		
Gripping or grabbing			X	
Fine hand coordination (computer typing)			X	
Eye coordination (computer screen)			X	
Lifting floor to waist, waist to height			X	
Lifting above shoulder height		X		
Carrying			X	
Pushing or Pulling		X		
Shift Work/Long hours			X	
Driving (as part of position)	X			

Risk Management	Description
Training	Adequate training for appropriate lifting techniques
Resources	Information on posture, breaks and exercises
Trolley	To transport medium to heavy items
Portable step ladders	To access shelves above shoulder height
Staff support	Recruit team members to assist maneuvering an object
Ergonomic support	Options for ergonomic furniture if appropriate