# POSITION DESCRIPTION

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|---|---|
| **Position title** | **Assistant Venues Manager** (multiple positions) |
| **Employer** | Melbourne International Comedy Festival |
| **Reports to** | Venues Manager |
| **Position reports** | Front of House Managers, Front of House Attendants |
| **Full time equivalent (proposed)** | 7.2 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)** | 9 March 2027 – 14 March 2027: 0.6 FTE<br>15 March 2027 – 21 March 2027: 1.0 FTE<br>22 March 2027 – 18 April 2027: 1.2 FTE<br>19 April 2027 - 23 April 2027: 0.8 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**

Assistant Venues Managers are key fixed-term Venues leadership team positions contracted annually. The main responsibility of these roles is to provide support to the Venues Manager, Deputy Venues Manager and the Venues team as a whole, to effectively and efficiently manage Festival Managed Venues, the performances which are programmed and the Front of House staff that the Venues Manager will roster. The successful candidates must have flexibility to assist in all of the venues, assist with staffing requirements daily and assist in preparing and collating information for staff training. Roles are part of a larger team managing other Festival Managed Venues and expected to provide assistance where possible.

The Assistant Venues Managers report directly to the Venues Manager and will provide administrative support to the Venues team, both in pre-production and Festival delivery by assisting in preparing and collating information for staff training, assisting with staffing requirements and maintaining marketing collateral (posters and flyers) in conjunction with the Marketing & Partnerships team.

The duties of the Assistant 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**

<u>Internal</u>

- Festival Director

- Technical Director
- Venues Manager, Deputy Venues Manager, and Assistant Venues Managers
- Program Managers and Programming Team
- Venues 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 Assistant Venues Manager will effectively, efficiently and with care assist in delivering the Festival including:

Pre-Production

- Attend venue walkthroughs for all venues within their assigned precinct and update venue information on our online platform (Airtable) as and when required.
- Maintain up to date information about what is happening in each venue in order to assist the Venues Manager in running the programme.
- Assist the Venues Manager in the planning and operational delivery of any merchandise sales.
- Assist with the preparation and delivery of staff training, including preparing training materials, distributing uniforms, presenting to and training staff, facilitating venue tours and directing and monitoring staff in the bump in of the venues.
- Assist the Venues Manager with proofing and updating the FOH staff roster ensuring that rostered shift times and hours are correct to the most recent program grid.
- Assist with marketing material and signage materials to venues as and when instructed to by the Venues Manager.
- Organise and distribute FOH venue boxes to each venue, ensuring that venue boxes are stocked with relevant equipment and supplies.

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, queue barriers are in position.
- Assign tasks, direct, monitor and support FOH staff rostered to the Festival Managed Venues. 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.
- 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.
- Maintain the Event Operations Centre (EOC) space assigned to them as a clean and functional operations hub, ensuring staff understand the EOC office system.
- Attend daily briefing with the Venues Manager and Deputy Venues Manager to receive a snapshot of all key operational details for the night ahead.
- Read over daily the snapshot report and follow up any issues that have arisen during the previous evening with the Venues Manager, EOC and the relevant department.
- 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.
- Maintain the presentation and distribution of posters throughout the precinct venues, ensuring all are up-to-date and each show is represented in an even and fair manner.
- 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.
- 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

- Assist the Venues Manager and Deputy Venue Manager with the install and maintenance of relevant infrastructure, signage, communications and ancillary equipment required for the daily operation of Festival Managed Venues.
- 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 at the conclusion of the Festival, ensuring a fair representation of shows in public displays.
- Ensure all venues and foyers are set-up to a presentable standard and that each room matches the designated floor plans. Ensure that authorised updates are implemented throughout the season where directed.

Risk Management

- Monitor crowd dynamics 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 Festival to the utmost of your abilities and continually monitor the precinct for dynamic risks that may unfold, ensuring the timely reporting of these to EOC or the Chief Warden as required.
- 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 Communication Officers.
- Report any 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 to ensure adequate investigation or closure.

- 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.
- 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 Program Manager and Marketing Director.
- Communicate with Festival staff, artists, independent producers and external venue contacts regarding venue related issues within your assigned precinct.
- 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
- 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 and 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<br>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 |