



ROLE TITLE	Front of House & Volunteers Coordinator
REPORTS TO	Operations Manager
POSITIONS REPORTING TO ROLE	- Casual Front of House Staff – Venue Coordinators - Volunteers

ORGANISATION OVERVIEW

Adelaide Film Festival (AFF) is one of South Australia's great treasures. Internationally acclaimed, AFF is a home for courageous storytellers and is embraced by industry and audiences. Established in 2003, the festival is agile and responsive to a rapidly changing and dynamic screen landscape.

AFF celebrates and explores Australian and international screen culture with a unique program of screenings, forums and special events in the 14 day flagship festival each October, complemented by an array of programs outside of festival time including AFF Youth, AFF Film Club and collaborative presentations with adjacent festivals and organisations.

MISSION STATEMENT

- To present a festival which celebrates and explores contemporary Australian and international screen culture with a unique program of screenings and special events, which aim to increase audience knowledge and participation
- To increase and stimulate innovative and new screen production through the provision of equity finance for work premiering at the Festival.
- To raise the profile of arts and screen culture in South Australia for audiences and practitioners.

VISION STATEMENT

Vision 1: To deliver a distinctive festival, unique in the landscape of Australian film festivals, which integrates with the existing calendar of successful South Australian cultural festivals.

Vision 2: To attract complementary arts and cultural events and partnerships to raise the profile of the State and festival and extend opportunities for the local industry.

Vision 3: To use the Fund to capitalise on local and national creative strengths in order to:

- _boost production in the State
- _increase business and employment opportunities in the State
- _enhance the State's national and international reputation as a centre of independent filmmaking.

Vision 4: To create, market and present a challenging and distinctive screening program, accompanied by a substantial forum program, which profiles and explores key program themes and approaches to screen practice.

Vision 5: The festival will be relevant to both the general public and the industry, attracting a broad audience demographic and introducing this audience to innovative areas of screen practice.

Vision 6: To reflect trends in the film and screen-based industries.

STRATEGIC PILLARS

Please refer attached.



ROLE PURPOSE
To coordinate customer facing volunteers and front of house staff for the 2026 Adelaide Film Festival.
KEY RESPONSIBILITIES
FRONT OF HOUSE COORDINATION - Working in conjunction with the Operations Manager and Production Coordinator, identify front of house requirements for the festival, develop a casual staffing roster and assist in recruiting suitably experienced Venue Coordinators - Coordinate queuing and ticket scanning protocols, as well as the flow of patron traffic at venues, (e.g. identifying potential bottlenecks) - Assist in briefing Venue Coordinators, especially in relation to volunteer management responsibilities. VOLUNTEER COORDINATION - Coordinate full delivery of the volunteer program across the Adelaide Film Festival. - In conjunction with the programming team, identify, develop and manage existing and new volunteer roles, including role descriptions, qualifications required for role and number of volunteers required per role. - In conjunction with the programming and production teams, ensure volunteers have a clear understanding of their tasks to be performed and a clear understanding of reporting hierarchy. - Manage the order and distribution of volunteer t-shirts. - Manage all aspects of the volunteer recruitment, including the registration, initial communication and record keeping within the volunteer database. - Complete agreement and induction checklist with registered volunteers. Ensure they have access to and clear understanding of Adelaide Film Festival policies and procedures. - Develop and present a full briefing induction for all front of house staff and volunteers for the Festival Program, including general outline of responsibilities, Code of Conduct, Work, Health & Safety and Access/Inclusion training, including booking a venue and preparing a digital presentation - Provide a safe working environment at all locations. - Serve as the single point of contact for volunteers, providing timely and effective communication regarding volunteer opportunities, updates, and festival needs. Coordinate with staff members and other stakeholders to ensure smooth integration of volunteers into festival activities. - Manage all volunteer rosters and roster changes, including being available to take calls and enquiries outside normal working hours during the delivery of the Festival. - Provide ongoing guidance, supervision, and support to volunteers, addressing any questions, concerns, or issues that may arise during their engagement. Foster a positive and inclusive volunteer culture. - Develop and administer surveys or feedback mechanisms to assess volunteer satisfaction and gather input for program improvements. Collect and analyse data to measure the impact and effectiveness of the volunteer program. - Problem solving and dispute resolution where necessary - Develop and create a post festival Wrap Report - Other duties as reasonably required.
CAPABILITIES REQUIRED
Technical - Knowledge of festivals and event operations. - Knowledge of film and screen.



- High level written and oral communication skills.
- Solid working knowledge of computer / office systems, web-based systems, including entering and retrieving data, customer and sales information.

Personal

- Passionate about the delivery of high quality, successful, impactful events
- Demonstrates judgment, making sound decisions, acting to ensure results meet organisational expectations and measures
- Capacity to work independently and take responsibility for key responsibilities
- A commitment to teamwork and collaboration and respect for others
- Excellent time management and problem-solving skills, enjoys a challenge.
- Ability to think strategically, conceptually and creatively to analyse and resolve technical problems.
- Ability to problem solve, prioritise workloads and meet competing deadlines

Experience (Desirable)

- Experience coordinating customer service facing volunteers and/or front of house in a festival environment
- Experience working in high pressure and busy environments with competing deadlines
- Demonstrated experience supervising people
- Experience resolving customer disputes
- Prior experience working in a festival environment or experience working in the arts.

- **Qualifications**

- SACE certificate or equivalent, tertiary qualification

KEY REPORTS

Volunteers and Customer Services Intern.

WORKING CONDITIONS

- Flexibility in respect of working hours, especially during the Festival period and in the lead up to it.
- The principal office is located at the Adelaide Studios however a 'pop up' production office will be established in the CBD for the duration of the festival.
- Out of hours work will be required, determined by event requirements
- During the festival, it is expected that this role will have the ability to move swiftly between venues. Own transport is essential, or be willing to access private hire transport (Uber / Taxi etc.)
- It is a requirement that all staff comply with AFFs policies and procedures (provided upon induction
- Comply with all AFF policies and procedures, including purchase orders, WHS and administration processes.