



Venue Coordinator

Sheffield Doc/Fest

Application Pack 2019

Contact:

Maria Stoneman,
Head of Operations & HR

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The Role



Sheffield Doc/Fest are looking for Venue Coordinators to oversee operations at various locations during the 2019 Festival.

These are front-line roles acting as the central point of contact for audiences, guests, volunteers, venue and Festival staff at each location.

They will support the rehearsal and delivery of all aspects of events at Film, Talks, and Special Event venues, facilitating the smooth running of the Festival programme and reporting of any issues to the wider Festival team as and when required.

The ideal candidates will have experience in event, venue, or production management, and demonstrable experience in customer services within the arts, cinema, theatre, and event environments. They should be confident, pro-active, and customer-focused, with excellent communication skills.

Positions will be available on various days throughout the Festival and across Films, Talks, and Special Events venues, and will require evening and weekend work.

Key Responsibilities

- You will be the main point of contact at the venue for Festival guests, film makers, moderators and event participants, as well as venue staff and volunteers;
- You will be the face of the Festival for public audiences, answering any Festival-related enquiries and handling customer complaints;
- Maintain excellent communication and relationships with the local staff at each venue and the wider Festival team, following protocols to escalate any issues or incidents as necessary;
- Work closely with Festival team members at your venue to coordinate rehearsals, technical checks, and audiences, to deliver all events to time as per the Festival programme.

Main Duties

- Ensure all event participants are accounted for and present, and communicate to them relevant procedures, timings, and protocols for the event;
- Work with on-site technicians and event participants to make sure all relevant technical checks and tests are done in good time before the event starts;
- Check-in, brief, and task assign a team of volunteers;
- Go through the day's events with relevant team members on site each morning;
- Monitor sound, light, and screening conditions throughout the event;
- Oversee audience queues, making sure they are orderly and safe, and communicate any changes or delays promptly;
- Ensure all audiences are scanned in to the event, checking passes, wristbands, and tickets as required;
- Ensure audience award slips, if relevant, are handed out and collected back in, counted, and logged;
- Keep headcounts of audiences at each event;
- Complete and submit event reports as per protocol;
- Monitor capacities of each event and make sure they are not exceeded;
- Be aware of the welfare and safety of all volunteers, staff, guests and audiences at the event and report any incidents in line with the Festivals code of conduct;
- Be an ambassador for the Festival, maintaining a professional attitude while being polite and helpful at all times;
- Any other duties that may reasonably be required at your assigned venue.

Person Specification

Essential

- Experience of working at film or arts festivals, in cinemas or theatres, with supervisory experience;
- Experience of working with VIP guests or similar;
- Experience of working with volunteers and assigning tasks;
- Excellent verbal communication skills and professional manner;

- Ability to work long hours, evenings and weekends;
- Attention to detail;
- Positive attitude;
- Problem solver/ solution driven;
- Able to work independently, and calm under pressure;
- Interest in documentary.

Desirable

- Basic first aid certificate;
- Familiar with modern film formats;
- Technical AV experience and familiarity of production elements in live events.

Contract Overview

Role:	Venue Coordinator
Reports to:	Production Coordinator
Location:	Sheffield
Fee:	£9 per hour
Tenure:	Various times and days available between Thursday 6 th & Tuesday 11 th June 2019, and all day Wednesday 22 nd May (training and induction)
Festival dates:	6-11 June 2019

How to Apply

We are inviting prospective applicants to apply for this by completing the downloadable application form [here](#). Please note that CVs will not be accepted.

Please address applications to: Maria Stoneman, Head of Operations & HR.

Email address: <mailto:recruitment@sheffdocfest.com>

Subject heading: "Venue Coordinator".

Please also direct any queries to the same name/email.

We monitor the diversity of our workforce and for the purposes of reporting to our key funders we ask that you help us by completing the following [questionnaire](#) anonymously. [Click here](#) to be taken to the form.

The deadline for applications is:	12:00 GMT, 12 March 2019
Interview date:	Between 1 & 5 April 2019
Start date:	6 June 2019

Who We Are



Sheffield Doc/Fest is a creative space for discovery, debate, collaboration and inspiration. We champion and push forward new talent, ideas and interaction for the future of the industry.

We are an open, inclusive festival, bringing together veteran creatives, new voices and our city to share, shape and question stories of the world we live in. What's your story?

The six-day festival and all-year activity consists of events across five programme areas:

FILM – New cinema, film and artist's moving image

ALTERNATE REALITIES - Interactive, augmented and virtual reality story worlds

TALKS – Masterclasses, summits and panels

MARKETPLACE & TALENT - Industry, talent, training and pitching

SOCIAL – Parties and networking

Plus ALL YEAR – Film Screenings, Alternate Realities Tours, Talks and Training

Every year, we're proud to connect thousands of creatives with industry players in a nurturing environment, resulting in the discovery of new talent, new collaborations, and new commissions for cinema, television and online.

We host a festival experience that is creatively inspiring, and the place for pioneering and innovative filmmakers, ideas, projects, debate and thinking – as well as for business, pitching and training.

The next Festival will take place [6-11 June 2019](#).

Access

Sheffield Doc/Fest is able to accommodate for all disabilities. If the successful candidate requires that we make reasonable adjustments in the office to accommodate them, we will be able to do this and also if necessary support them in making an application to the Access to Work government run scheme.

Equal Opportunities

Sheffield International Documentary Festival Limited (Sheffield Doc/Fest) operates a policy on all matters pertaining to Equal Opportunities: Sheffield Doc/Fest believes that culture, the media, and the process of changing culture are important driving forces in creating a society which is proud of its diversity and its multi-cultural heritage. Sheffield Doc/Fest will actively promote and celebrate this diversity and in all its activities take positive action to end all forms of discrimination including based on age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion and belief, sex and sexual orientation.



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