



Venue Coordinator Application Pack 2022

Sheffield DocFest is looking for Venue Coordinators to oversee operations at various locations during the 2022 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 will require evening and weekend work.

Successful candidates will be required to attend a day of (paid) training and induction in Sheffield on Thursday 9 June.

Duration: various times and days available between Thursday 23 and Tuesday 28 June 2022 + all day Thursday 9 June (training and induction)

Fee: £9.90 per hour

Applications close on Friday 13 May at 09:00. Interviews will take place on week commencing 16th and 23rd May. Successful applicants will be notified by Friday 27 May.

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 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 and staff 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. Also ensuring that all scanning equipment is maintained and accounted for. 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 inline 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

Specific Knowledge/ Experience/ Skills needed	
Experience of working at film or arts festivals, in cinemas or theatres, with supervisory experience;	E
Experience of working with VIP guests or similar;	E
Experience of working with volunteers and assigning tasks;	E
Excellent verbal communication skills and professional manner;	E
Ability to work long hours, evenings and weekends;	E
Attention to detail;	E
Positive attitude;	E
Problem solver/ solution driven;	E
Able to work independently, and calm under pressure;	E
Interest in documentary.	E
Basic first aid certificate;	D
Familiar with modern film formats;	D
Technical AV experience and familiarity of production elements in live events.	D
COVID-19 safety training	D