

2021 Casual Festival Staff

Job Pack



ABOUT MELBOURNE FRINGE

Melbourne Fringe democratises the arts. Our vision is cultural democracy – empowering anyone to realise their right to creative expression. We support the development and presentation of artworks by, with and for Melbourne’s people, running the annual Melbourne Fringe Festival, the year-round venue Common Rooms at Trades Hall, and a range of arts sector leadership programs. We believe that access to the arts and creative expression are fundamental rights of our citizenship and vital to a creative, cohesive, optimistic and empathetic society.

Since 1982, we have committed to open access platforms at the heart of our work, celebrating freedom of artistic expression and independence. By creating a safe space for the unsafe, we encourage risk-taking by artists and audiences, and we embrace risk ourselves by relinquishing curatorial control because we are made – wholly and joyfully and completely – by our participants.

We amplify voices from the margins and remove barriers to access and inclusion, maximising diversity and enabling participation regardless of experience, age, gender, race, sexuality, culture or ability. We particularly prioritise First Nations peoples and cultures, respectfully continuing a tradition of storytelling on these lands that has been central to culture since the beginning of time.

Our commitment to civic participation sees our work explore the intersection between art and citizenship by producing bold new public artworks that enable the active participation of non-artists. Our venue is a cultural enterprise, providing a year-round home for our activities and for our community to come together. Our sector development programs ensure the arts ecology is supported as we develop artists’ skills and lead cultural conversations.

GOALS

From 2021-2025, our organisation will drive change through the following **five goals**:

Democratise artistic participation

Provoke social change

Inspire artistic risk-taking

Strengthen Melbourne’s independent arts community

Sustain our artists, our organisation and our planet

EQUITY STATEMENT

Melbourne Fringe conducts the majority of our work on the lands of the Wurundjeri and Boon Wurrung peoples of the Kulin Nation. We pay our respect to the Elders of these traditional lands, and to all Aboriginal and Torres Strait Islander People. We acknowledge that there is a deep and rich history of storytelling and culture that has been occurring on these unceded lands for many thousands of years.

Melbourne Fringe has a deep commitment to cultural equity, and we strongly encourage applications from people who identify as First Nations, Deaf & disabled, people of colour, transgender and gender-

diverse, and women. We work hard to embed equity throughout our organisation, and we strive to create safe and flexible working environments for our team. We have a reputation as a caring, safe, energetic, fast paced workplace that values our people, their mental health and what they have for lunch as key priorities.

We consider reasonable adjustments for qualified applicants with disability. If you have any questions about the accessibility of Melbourne Fringe please get in touch with **Carly Findlay**, Access & Inclusion Coordinator, on (03) 9660 9600 or carly@melbournefringe.com.au.

ROLES AVAILABLE

Melbourne Fringe is seeking enthusiastic, hard-working and fun staff for a number of casual roles during the Festival period of 30 September – 17 October 2021. We have multiple positions available in the following areas:

- Front of house management
- Box office
- Bars
- Technical stage management

Please note some positions will be required to work during bump-in and bump-out periods (20 – 30 September and 18 – 20 October). A compulsory training day will take place from 6-10pm on Tuesday 28 September. Most positions will work from the Festival Hub at Trades Hall, with some locations around inner-Melbourne also required.

Please see below for detailed descriptions for each position.

APPLICATION PROCESS

To apply for any of these roles, fill out this [application form](#) explaining who you are, why you want to work at Melbourne Fringe and what makes you the best candidate for the role. Then attach your CV at the end and hit submit before **11.59pm AEST, Sunday 24 July 2021**.

We will then conduct a series of short and sharp interviews with potential candidates via Zoom. Please let us know if you have any accessibility requirements for the interview.

If you have any questions about this role, please contact Will Dawson on will@melbournefringe.com.au or by calling (03) 9660 9600.

Area	Front of House
Location(s)	<p><u>Festival Hub</u> Trades Hall - 54 Victoria St, Carlton</p> <p>OR</p> <p><u>Signature Events</u> Various locations around Melbourne</p>
Duration	<p><u>Festival Hub</u> 30 September – 17 October: 6 days per week, evening work required Some bump-in shifts may be available 27-29 September.</p> <p><u>Signature Events</u> 30 September – 17 October: At least 4 shifts across this period, weekend and weekday work required</p>
Key Responsibilities	<ul style="list-style-type: none"> – Provide a high level of service and support to patrons and performing companies at all times – Ensure performances start on time and venues are cleared after each performance – Set up venue prior to doors opening and assist with change-overs between shows. – Maintain all front of house areas to a high professional standard for patrons, including: coordinating cleaning of venues, toilet cleanliness and supply checks, ensuring tidiness of artist flyers and posters – Conduct COVID-19 cleaning duties where necessary, including wiping down seats and other high-touch surfaces – Train, coordinate and supervise Front of House volunteers, conduct nightly briefings, support and create a team approach to the Festival – Act as a warden in accordance with the Melbourne Fringe Risk Management plan. – Report to senior Melbourne Fringe staff regarding access, cleaning, noise issues, incidents & venue operations – Troubleshoot any nightly issues – Other duties as directed by the Producer (Major Projects), Producer (Festival Hub) or other senior Melbourne Fringe staff
Core Competencies	<ul style="list-style-type: none"> – Prior experience managing Front of House operations for theatre, events or festivals – Excellent customer service, people and communication skills – Strong problem-solving skills, initiative and ability to work autonomously – Demonstrated ability to work effectively in a team in a fast-paced environment – Ability to lead, motivate and train team members, and to maintain a welcoming and safe working environment for staff and volunteers – Sense of humour

Area	Box Office
Location(s)	<p><u>Festival Hub</u> Trades Hall - 54 Victoria St, Carlton</p> <p><u>Festival Ticket & Info Booth</u> Federation Square – Cnr Swanston & Flinders St, Melbourne</p> <p><u>Melbourne Fringe Office</u> G2, 152 Sturt St, Southbank</p>
Duration	<p>27 September – 17 October</p> <p>Average 3 shifts per week, day, weekend and evening work required.</p>
Key Responsibilities	<ul style="list-style-type: none"> – Sell tickets and provide information and customer service at various Festival locations, as well as over the phone and online for digital events – Provide a high level of service and support to patrons and performing companies at all times – Reconcile Box Office takings if required – Assist with ticketing administration, including contacting customers with regards to show changes and cancellations, data entry and answering customer queries as directed by senior Melbourne Fringe staff – Provide support within the Box Office team and contribute to a productive environment – Train, coordinate and supervise Box Office volunteers, conduct nightly briefings, support and create a team approach to the Festival – Other duties as directed by the Ticketing Manager or other senior Melbourne Fringe staff
Core Competencies	<ul style="list-style-type: none"> – Prior experience in ticketing for theatre, events or festivals, experience with Red61 desirable – Excellent customer service, people and communication skills – Strong problem-solving skills, initiative and ability to work autonomously – Demonstrated ability to work effectively in a team in a fast-paced environment – Ability to lead, motivate and train team members, and to maintain a welcoming and safe working environment for staff and volunteers – Sense of humour

Area	Bar
Location(s)	<u>Festival Hub</u> Trades Hall - 54 Victoria St, Carlton
Duration	30 September – 17 October 3-6 days per week, evening work required Some bump-in shifts may be available 27-29 September.
Key Responsibilities	<ul style="list-style-type: none"> – Prepare alcoholic and non-alcoholic beverages for patrons – Interact with customers, taking orders and serving drinks – Assess bar customers' needs and preferences and make recommendations – Ensure bar services areas are well-maintained, clean and tidy and free of glassware – Ensure responsible service of alcohol protocols are adhered to, including checking ID when necessary – Help managers open and close the bar each night and set up and reset the venue for the next day – Other duties as directed by the Venue Manager or other senior Melbourne Fringe staff
Core Competencies	<ul style="list-style-type: none"> – Basic drink making and serving skills with a current RSA certificate – Excellent levels of customer service – Able to work in a busy environment during peak service but be able to self-direct during quiet periods – Resilience and ability to work effectively under pressure – A sense of humour

Area	Technical Stage Managers
Location(s)	<u>Festival Hub</u> Trades Hall - 54 Victoria St, Carlton
Duration	20 September – 20 October 6 days per week, evening work required during Festival period of 30 September – 17 October
Key Responsibilities	<ul style="list-style-type: none"> – Attend shifts as assigned throughout the bump in, operations and bump out period. – Facilitate the technical needs of events in the assigned performance space – Be responsible for quick turnaround between shows, as well as assist with the set up and removal of props, lighting and sound requirements for each show (as required) – Run scheduled technical rehearsals and assist in developing the plot and cues for each event in the performance space, in association with the artists. – Assist in the set-up and operation of sound, lighting and any other audio-visual requirements for all events in the performance space – Liaise with venue staff and show personnel to ensure shows run on time – Direct turn arounds between shows, i.e. removal and setup of props, instruments and anything else required – Be familiar with the safe working conditions and practices as detailed in the Area and Venue Warden Risk and Emergency Handbook and ensure these conditions are met in the assigned performance space. – Prior to the first public performance, and between subsequent performances, check equipment to see that it is safe and operational as directed – Assist in the load in, set-up, dismantle and load out of festival infrastructure – Contribute to detailed reporting processes including nightly show reports, incident reports, equipment maintenance/failure – Undertake any other duties assigned by the Melbourne Fringe Production Manager, which might reasonably be deemed to be within the status of the job and appropriate to the post.
Core Competencies	<ul style="list-style-type: none"> – Experience in technical operation of basic sound, lighting, and AV systems, including setting up cues, maintaining cue sheets, and accurately executing cues – Experience in stage managing small scale theatrical shows – Experience in theatrical mechanics – Competency and problem-solving ability in lighting, sound and audio-visual systems – Quick, creative thinking and problem solving and independent decision making – Excellent written and verbal communication skills and attention to detail – Empathy with the goals and philosophy of Melbourne Fringe

Inherent Physical Requirements

The physical requirements of your position are consistent with those of a front-facing in a major arts organisation. Many roles involve standing for extended periods of time, and some require heavy lifting. You agree to advise the company of any pre-existing injuries or conditions that may arise that might inhibit you in the physical requirements of the position. Melbourne Fringe encourages you to advise us of any access needs (pre-existing or any that may arise) that may have impact on your work. We are committed to ensuring access requirements are met.

COVID-19 Statement

Melbourne Fringe is operating under a COVIDSafe plan to ensure the safety of its workers. Festival staff will be briefed in COVID-19 safety protocols prior to The organisation is currently working remotely three days per week, with two days conducted in-person at our offices in Southbank. On remote working days staff may choose to work from the office or another location, but all meetings will be conducted via Zoom or Microsoft Teams. A stable internet connection with speeds suitable for video calls is essential if working from home.

About Role Statements

As Melbourne Fringe evolves to meet the changing needs of the Festival environment, the roles required of all its staff will evolve. As such, staff should be aware that this document is not intended to represent the role that the incumbent will perform in perpetuity. This role statement is intended to provide an overall view of the role as at the date of this statement.