



VOLUNTEER POSITION DESCRIPTION

POSITION

Title:	Registrations Officer
Special focus:	2017 Australian University Games
Location:	Gold Coast, Queensland
Position status:	Games Time Volunteer

LOCATION

The 2017 Australian University Games (AUGs) will take place from 24 September to 29 September on the Gold Coast, Queensland.

During event delivery week, the role will be based out of the Games Centre at **Gold Coast Sport and Leisure Centre, Nerang-Broadbeach Rd, Carrara QLD 4211**.

ABOUT AUSTRALIAN UNIVERSITY SPORT

Australian University Sport (AUS) is the peak governing body of university sport in Australia. There are 42 member institutions nationally that AUS provides services to fulfil on the following aims:

- Foster university sport as a relevant and important part of university life
- Facilitate opportunities for students to participate in competitive sport at a regional, national and international level
- Provide national policy in relation to university sport
- Lobby and represent, on behalf of its members, the sporting needs of Australia's university students.

AUS is a not-for-profit company limited by guarantee and has a [board of nine](#) to administer and manage the sporting needs for all AUS member institutions. The head office is based in Brisbane with staff also based in regional and event offices in Sydney, Melbourne, Perth and the Gold Coast.

AUS is committed to the principle of ongoing continual improvement and the spirit of doing one's best. As an employee of AUS, you can expect to be part of a team that is dedicated to excellence and high performance, prides itself on operational best practice, promotes inclusion and respect for diversity and allows for flexible work arrangements that assist staff to balance family and work commitments.

POSITION PURPOSE

The Registrations Officer will be responsible for assisting with registrations, accreditations and all administrative tasks associated with the event.

REPORTING / WORKING RELATIONSHIPS

The Registrations Officer will work under the supervision of the Registrations Coordinator.

KEY TASKS AND RESPONSIBILITIES

Prior to the event

- Set up of Games Centre
- Assist in the process of packing and collating accreditation passes for participants, workforce, staff and stakeholders
- Assist in the cross checking of accreditation passes with team registration check lists
- Assist University Team Managers with accreditation checking process



During the event

- Assist with enquiries to the Games Centre
- Assist in the processes of forfeits, player under protest, lost accreditation, registration amendments and lost property
- Coordination and delivery of event help/information desks
- Meet and greet at the Games Centre and direct enquiries accordingly

KNOWLEDGE SKILLS AND EXPERIENCE

The Registrations Officer would suit a person interested in an events registration process and who enjoys interacting with a diverse range of people.

Desirable attributes:

- Experience in dealing with a wide variety of people
- An understanding of registration systems and processes
- Excellent communication skills
- Sound computer skills

Personal attributes:

- Ability to work as part of a team
- Enthusiastic and motivated approach
- Customer service and problem solving skills
- Exercise judgment and work without supervision
- A friendly and approachable manner

Other requirements:

- Attend compulsory training sessions to ensure that you are familiar with event policies and procedures
- Commit to and attend at least three shifts during the event delivery period
- Wear the Games uniform as required
- Conduct self in a professional manner by being punctual, reliable and neatly groomed at all times
- Be an unbiased non competitor in the event
- Uphold AUS policies and guidelines

POSITION PARTICULARS

Duration of position:	This is a 2 week Games Time role requiring availability for build week and Games Time (18 September to 29 September 2017)
Number of hours:	It is anticipated that the Registrations Officer will need to work approximately 40 hours over the Games delivery period
Training:	Induction and training will occur within one month prior to the start of the Games
Applications Close:	20 August 2017
How to apply:	To apply for this position please follow these steps:

1. Read the position description in detail to understand what is expected of you
2. Check to ensure you are available for the duration of the position (18 September to 29 September, 2017 inclusive)
3. Register your expression of interest for this position via the 'Apply Now' link at <http://www.australianunigames.com.au/volunteer>

All applications will be acknowledged and successful candidates will be contacted for a telephone interview.



FOR MORE INFORMATION

Contact: Sharyn Cooke
Workforce Coordinator
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The details within this position description may change at any time in the lead up to the Australian University Games. Volunteers will be notified of any changes to their position description, if and when they occur.



Supported by the Mainfreight Unigames Volunteer Program