



VOLUNTEER POSITION DESCRIPTION

POSITION

Title:	Workforce & Event Volunteer
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 Road, Carrara QLD 4211** and various sport competition venues across the Gold Coast.

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 Event & Workforce Support Volunteer supports the Workforce Assistant in providing support to the Games Time volunteers and assists in the smooth running of host venues and games time activities.

REPORTING / WORKING RELATIONSHIPS

The Event & Workforce Support Volunteer reports directly and has line management responsibility to the Workforce Assistant who ultimately reports to the Workforce Coordinator.

The Event & Workforce Support Volunteer will also work closely with key event time personnel including:

- AUS Games Time staff
- Competition managers
- Registrations Officer
- Event Interns
- Games time volunteers



KEY TASKS AND RESPONSIBILITIES

During The Event

Workforce Support

- Meet and greet volunteers at their respective venues
- Oversee the signing in of volunteers and contact any 'no shows'
- Collating the volunteer attendance sheets from their respective venues
- Supporting the Games Time volunteers with breaks if/when required
- Looking after the welfare of Games Time volunteers – including the provision of refreshments and appropriate weather related items if required (sun cream/poncho's etc)
- Allocating workforce lunches
- Being a point of contact for volunteer queries
- Liaise with Games Time staff and interns regarding 'no shows' and/or late volunteers

Other Responsibilities

- Providing support to any functional area that may require it at short notice
- Providing feedback regarding volunteer operations at respective venues

KNOWLEDGE SKILLS AND EXPERIENCE

The Event & Workforce Support Volunteer role would suit a person with an interest in workforce welfare and volunteer management.

Desirable attributes:

- Excellent verbal communication skills
- Experience in dealing with a wide variety of people
- Ability to collate basic written information accurately

Personal attributes:

- Ability to work as part of a team
- Enthusiastic and motivated approach
- Well-developed 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
- Attend each day of the competition
- 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 Games time only role (24 September to 29 September 2017)

Number of hours: It is anticipated that the Workforce & Event Support Volunteer 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 (24 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
 P: 0481 150 194
 E: aug.workforce@unisport.com.au

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