



VOLUNTEER POSITION DESCRIPTION

POSITION

Title:	Operations 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 Operations Volunteer assists in the delivery of all operations components of the event across all disciplines.

Please Note – this role requires a large amount of manual handling and may not be appropriate for anyone for which this may be a problem.

REPORTING / WORKING RELATIONSHIPS

The Operations Volunteer reports directly and has line management responsibility to the Operations Coordinator. A number of Operations Volunteers will work directly with an Operations Crew staff member throughout the event. Others will support on site activity at other event venues.

The Operations Volunteer will also work closely with key event time personnel including:

- AUS staff working within the event
- Competition managers, key volunteers and event staff
- Operations Crew Supervisor



KEY TASKS AND RESPONSIBILITIES

During The Event

Sport

- Assist with venue bump in and bump out including set up and pack down of sporting equipment
- Assist with the distribution and set up and pack down of event and sponsor signage, including shade solutions (marquees)
- Assist in tracking of sport equipment and signage ie: - supporting the audit process of all equipment and signage when returned
- Travel between venues with the Operations Crew to troubleshoot any venue set up issues

Administration

- Ensure Admin staff have all the resources that they require
- Assist with games centre office set up and pack down as needed

Catering

- Assist with catering requirements at the games centre Assist with the implementation and tracking of the volunteer meal voucher system
- Assist with distribution of volunteer meal packs where required

Operations

- Complete all allocated tasks in a safe and reasonable manner
- Support all other aspects of the event with physical operation and logistical needs

Media

- Support the set up and break down of ceremonies, presentations and events
- Be present at special events to provide immediate support
- Ensure media teams have their requirements

KNOWLEDGE SKILLS AND EXPERIENCE

The Operations Volunteer role would suit a person with an interest in organisation and logistics.

Desirable attributes:

- Excellent verbal communication skills
- Experience in dealing with a wide variety of people

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 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 Operations 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 (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