



VOLUNTEER POSITION DESCRIPTION

POSITION

Title:	Transport 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 the **Gold Coast Sport and Leisure Centre, Nerang-Broadbeach Road, Carrara QLD 4211** with a requirement to assist transport operations at the **Transit Centre in Surfers Paradise**.

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 Transport Volunteer will be appointed to assist in the coordination of transport systems, athlete shuttles, Games vehicle allocation and transport information sheets.

REPORTING / WORKING RELATIONSHIPS

The Transport Volunteer reports directly to the Transport Assistant who has line management responsibility to the Operations Coordinator. The position is to assist with the Games time transport system in a directional/information role at key transport hubs.

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

- AUS staff working within the event
- Local transport providers
- Rental car providers



KEY TASKS AND RESPONSIBILITIES

During The Event

- Assist with the operations of the active transport hub(s)
- Assist participants and Unigames personnel with transport enquiries
- Have excellent knowledge on the transport system operation
- Assist athletes and officials with transport information at the information desk
- Assist with transport passes (including sales, enquiries and reporting)
- Support the setup of the transport hub by ensuring appropriate signage is in place and correct
- Check transport passes of participants before gaining access to vehicles
- Support the coordination of private transfer vehicles, ensuring the correct participants are on the transport

KNOWLEDGE SKILLS AND EXPERIENCE

The Transport Volunteer role would suit a person studying in the field of event management or logistics or someone who has an interest in ensuring people reach their destination in a timely and safe manner.

Desirable attributes:

- Excellent organisational skills
- Experience in managing and dealing with a wide variety of people
- An understanding of transport requirements during an event
- Ability to prioritise and meet deadlines
- Excellent written and verbal communication skills
- Sound computer skills

Personal attributes:

- Ability to work as part of a team
- Enthusiastic and motivated approach
- Well-developed customer service and problem solving skills
- Ability to take the initiative
- Exercise judgment and work without supervision
- A friendly and approachable manner

Other requirements:

- Be available for one day in the week prior to the Games for induction into the role
- Attend compulsory training sessions to ensure that you are familiar with event policies and procedures
- Attend the entire duration of the Games 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 Transport 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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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