




SUNCORP BANK
Suncorp Bank Volunteer Program

OPERATIONS INTERN – 2014 GOLD COAST AIRPORT MARATHON

POSITION DESCRIPTION

POSITION:	Operations Intern – Information Booth												
REPORTS TO:	Event Liaison Officer – Catherine Wightman												
DETAIL:	<table> <tr> <td>Commitment:</td><td>One day a week plus additional over event time. Must be available race weekend (5 - 6 July)</td></tr> <tr> <td>Applications open:</td><td>3 February 2014</td></tr> <tr> <td>Applications close:</td><td>6 April 2014</td></tr> <tr> <td>Start Date:</td><td>Week commencing 28 April 2014</td></tr> <tr> <td>Completion Date:</td><td>Week commencing 7 July 2014</td></tr> <tr> <td>Remuneration:</td><td>Unpaid volunteer role</td></tr> </table>	Commitment:	One day a week plus additional over event time. Must be available race weekend (5 - 6 July)	Applications open:	3 February 2014	Applications close:	6 April 2014	Start Date:	Week commencing 28 April 2014	Completion Date:	Week commencing 7 July 2014	Remuneration:	Unpaid volunteer role
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Start Date:	Week commencing 28 April 2014												
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Remuneration:	Unpaid volunteer role												
LOCATION:	Events Management Queensland Level 2, 105 Upton Street, Bundall, QLD 4217												

DUTY STATEMENT:

Position Purpose/Context

The Operations Intern is a key member of the Operations Department of Events Management Queensland (EMQ). EMQ, a wholly owned subsidiary of the Queensland Government (through Tourism and Events Queensland), manages and organises world-class mass participation sporting events designed to generate tourism and maximize significant economic impact to the community.

Under the direction of the Operations Manager, the role is to assist in the planning and operation of the Information Booth at the Race Precinct and Registration Centres.

Position Dimensions

Main Contacts: General Manager, Operations Manager, Volunteer Coordinator, EMQ Staff.

KEY ACCOUNTABILITIES:

Position-specific:

Pre-event:

- Compiling event and tourism information into a reference handbook
- Sourcing tourist brochures and information for the Information Booth
- Designing the layout and organization of the Info Booth
- Assisting with the Training and recruitment of the Info Booth volunteers
- Documenting policies and procedures
- Producing venue and shuttle bus maps for display
- Assisting with the rostering and resourcing of the Info Booth

During event:

- Coordinate the set up and administration of the Information Booth at the Brisbane Registration Centre, Saturday 28 (set up) and Sunday 29 June 2014
- Coordinate the Set up and administration of the Information Booth at the Gold Coast Registration Centre July 3 – July 5 2014
- Assist with the training and supervision of Information Booth volunteers
- Assist at the race precinct Information Booth on Saturday 5 July and Sunday 6 July

Company Representation:

- Represent EMQ in a professional and positive manner
- Interact with stakeholders, including sponsors, supporters, customers, staff and other team members with respect and courtesy
- Follow EMQ policies and procedures including office protocols and appropriate channels of communication
- Operate with honesty and integrity, maintaining confidentiality and using discretion with our customer's personal information
- Keep an open dialogue with your Supervisor/Volunteer Coordinator with regards to any issues, challenges or problems that may impact your performance and experience at EMQ



SELECTION CRITERIA:

Work Experience and Skills

Essential:

- Currently undertaking a relevant degree such as Sport Management or Event Management.
- Demonstrated high level communication, interpersonal and negotiation skills
- Demonstrated ability to work autonomously; exercise initiative in undertaking responsibilities and work effectively as a team member.
- Demonstrated high level of organisational and administrative skills and ability to manage and prioritise workload in order to meet deadlines.
- Proven capacity to provide high standard and accurate work within in a fast-paced environment
- Demonstrated high level of computer literacy and proficiency in using Microsoft Office
- Ability to work abnormal hours and travel when required

Desirable:

- Personal interest or participation in sporting endeavours

ADDITIONAL INFORMATION:

Value to the Intern:

- Statement of Service provided to student post-event on successful completion of the Internship. Statement outlines number of hours contributed and main tasks completed
- Direct supervision and guidance from an industry professional
- Opportunity to apply theoretical knowledge to workplace and develop industry skills
- Opportunity to create a personal network and be part of a team that delivers a world-class event.

Support and resources provided:

- Office induction at EMQ office and onsite induction at each venue depending on the roster
- Event t-shirt and cap to wear when representing EMQ
- Reimbursement for parking expenses where no free parking is available
- Meal or meal allowance provided for shifts of six hours or more

For further information on this role, please contact:

Catherine Wightman
Event Liaison Officer
Events Management Queensland
Phone: 61 7 5668 9888