



Suncorp Bank Volunteer Program

POSITION DESCRIPTION

OPERATIONS INTERN – COURSE OPERATIONS

POSITION: Operations Intern – Course Operations

REPORTS TO: Manager – Event Operations – Laura Blay

DETAIL:

Commitment:	One day a week plus additional over event time. Must be available race weekend (4 -5 July)
Applications open:	2 February 2015
Applications close:	27 March 2015
Start Date:	Week commencing 13 April 2015
Completion Date:	Week commencing 6 July 2015
Remuneration:	Unpaid volunteer role

LOCATION: Events Management Queensland (EMQ)
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 Gold Coast), 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 the Operations Department with the planning of the course, aid stations and other related areas.

Position Dimensions

Main Contacts: General Manager – Event Operations, Manager – Event Operations, Event Operations Coordinator, EMQ Staff.

KEY ACCOUNTABILITIES:

Position-specific:

- Liaise with Manager – Event Operations about course planning and operations
- Assist with the planning road marshal positions
- Assist with the planning and measurement of each aid station
- Review aid station locations and instructions
- Assist with residential water agreements

- Assist with course marking and measuring
- Review previous plans and update information
- Assist in the planning of race weekend equipment
- Other duties as required

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 in 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
- Current drivers license

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 Operations Coordinator

Events Management Queensland

Phone: 61 7 5668 9888

catherine@goldcoastevents.com.au