



**SUNCORP BANK**  
Suncorp Bank Volunteer Program

**POSITION DESCRIPTION**

**OPERATIONS INTERN – INFORMATION BOOTH**

<b>POSITION:</b>	Operations Intern – Information Booth	
<b>REPORTS TO:</b>	Event Operations Coordinator – Courtney Bridgewater	
<b>DETAIL:</b>	<b>Commitment:</b>	One day a week plus additional over event time. Must be available race weekend (2-3 July)
	<b>Applications open:</b>	10 February 2016
	<b>Applications close:</b>	21 March 2016
	<b>Start Date:</b>	Week commencing 4 April 2016
	<b>Completion Date:</b>	Week commencing 4 July 2016
	<b>Remuneration:</b>	Unpaid volunteer role
<b>LOCATION:</b>	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 Event Operations Coordinator, the role is to assist in the planning and operation of all three Information Booths at the Race Precinct, Gold Coast Registration Centre and Brisbane Registration Centre.

***Position Dimensions***

Main Contacts: General Manager – Event Operations, Manager – Event Operations, Event Operations Coordinator, Manager – Event Registrations, Event Registrations Officer, 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, Friday 24 June (set up) and Saturday 25 June 2016
- Coordinate the Set up and administration of the Information Booth at the Gold Coast Registration Centre June 30<sup>th</sup> – July 2<sup>nd</sup> 2016
- Assist with the training and supervision of Information Booth volunteers
- Assist at the race precinct Information Booth on Saturday 2 July and Sunday 3 July 2016

***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:***

Courtney Bridgewater

Event Operations Coordinator

Events Management Queensland

Phone: 61 7 5668 9818

Email: CourtneyB@goldcoastevents.com.au