



**SUNCORP BANK**  
Suncorp Bank Volunteer Program

**POSITION DESCRIPTION**

**OPERATIONS INTERN – VOLUNTEER COORDINATOR**

<b>POSITION:</b>	Operations Intern – Volunteer Coordinator		
<b>REPORTS TO:</b>	Courtney Bridgewater - Event Operations Coordinator		
<b>DETAIL:</b>	Commitment:	One day a week plus additional over event time. Must be available race weekend (2 - 3 July)	
	Applications open:	10 February 2016	
	Applications close:	21 March 2016	
	Start Date:	Week commencing 25 April 2016	
	Completion Date:	Week commencing 4 July 2016	
	Remuneration:	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 recruitment and selection of volunteers and training where necessary. This role combines Event Management skills and well as certain Human Resource Management attributes as there is a high level of interaction with the volunteers.

***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:**

- Update information sheets and additional correspondence that is accessible to volunteers
- Manage volunteer hours and timesheets
- Contact previous volunteers if required and aid in the recruitment process
- Assist Volunteer Coordinator with the rostering of volunteers
- Continued monitoring of the roster and volunteer availability
- Documenting policies and procedures
- Assisting with the rostering and resourcing of the Info Booth
- Assist in determining catering requirements and liaising with the catering company
- Assist in planning the Volunteer Thank You Function

**During-event:**

- Managing the sign in/ out procedures onsite
- Managing breaks
- Ensuring catering and venue requirements are met
- Assist at the Brisbane Registration Centre, Friday 24 June (set up) and Saturday 25 June 2016
- Work at the Gold Coast Registration Centre June 30 – July 2 2016
- Assist with the training and supervision of volunteers
- Assist at the race precinct on Sunday 5 July with volunteer management

***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, Event Management, Business or Human Resource 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
- 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

Phone: 61 7 5668 9815

Email: CourtneyB@goldcoastevents.com.au