



Suncorp Bank Volunteer Program

POSITION DESCRIPTION

SPORT SERVICES INTERN

POSITION:	Sport Services Intern
REPORTS TO:	General Manager - Sport Services - Ryan McDonald Sport Development Officer – Laura Rathgeber
DETAIL:	Commitment: One day a week plus additional over event time Applications open: 10 February 2016 Applications close: 14 March 2016 Start Date: Week commencing 4 April 2016 Completion Date: Week commencing 4 July 2016 Remuneration: Unpaid volunteer role
LOCATION:	Events Management Queensland Level 2, 105 Upton Street, Bundall, QLD 4217

DUTY STATEMENT:

Position Purpose/Context

The Sport Services Intern is a key member of the Sport Services 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 Sport Services staff, the role is to assist primarily in the development of the Events recognition program, the 10 & 20 Year Club, to verify new eligible inductees and to manage the clubhouse over the event period, as well as assistance with the management of the various championships and pace runner programs. This role combines Event Management skills and well as certain general administration and customer service attributes as there is a high level of interaction with the participants.

Position Dimensions

Main Contacts: General Manager - Sport Services, Sport Development Officer, Volunteer Coordinator, EMQ Staff.

KEY ACCOUNTABILITIES:

Position-specific:

10, 20 & 30 Year Club

- Assist with verifying participants who select the '10, 20 or 30 Year Club' option on their entry
- Update participant details on the web-based registration system
- Update the 'All time' list of 10, 20 & 30 Year Club inductees
- Review 10, 20 & 30 Year Club information on the website
- Stocktake of 10, 20 & 30 Year club polo shirts
- Prepare the presentation booklets/run sheets & rewards packs for the 10, 20 & 30 Year Club awardees
- Manage the 10, 20 & 30 Year Clubhouse over event weekend
- Send out the 10, 20 & 30 Year Club awards for those participants who couldn't collect on event weekend
- Compile a post-event evaluation report

Championships

- Assist with the marketing of the championship events incorporated within the event
- Clean data collected via the web-based registration system

- Verification of championship entrants

Pace Runner Program

- Prepare pace runner bands for each 'Pace Group' in the marathon and half marathon
- Prepare 'Pace Group' registers
- Set up the pace runner booth at both the Brisbane and Gold Coast Registration Centres
- Coordinate volunteer pace sign holders on event weekend

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 Exercise Science
- 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

Volunteer Coordinator

Events Management Queensland

Phone: 61 7 5668 9815

Email: CourtneyB@goldcoastevents.com.au