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GOLD COAST MARATHON POSITION DESCRIPTION OPERATIONS INTERN – INFORMATION BOOTH

POSITION: Operations Intern – Information Booth

REPORTS TO: Natalie Arnold – Volunteer Manager
Logan Hart – Manager – Event Operations

DETAIL:

Commitment:	One day a week plus additional over event time. Must be available Thursday 29 th June – Sunday 2 nd July, Multiple days between Monday 19 th June and Wednesday 28 th June 2023
Applications close:	3 rd April 2023
Start Date:	Week commencing 17 th April 2023
Completion Date:	Sunday 2 nd July 2023
Remuneration:	Unpaid volunteer role

LOCATION: Events Management Queensland
Level 2, 105 Upton Street, Bundall, QLD 4217
Registration Check in Centre: 29 June – 1 July – Gold Coast Convention and Exhibition Centre, Broadbeach
Race Precinct: 1 – 2 July - Broadwater Parklands, Southport

DUTY STATEMENT:

Position Purpose/Context

The Information Booth 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 Volunteer Manager the role is to assist in the planning and operation of the Information Booth at the Race Precinct. You will also assist in the volunteer management.

Position Dimensions

Main Contacts: Manager – Event Operations, Volunteer Manager, 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 organisation 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
- Managing the daily set up, running and pack down of the Info Booth.



During event:

- Assist with the training and supervision of Information Booth volunteers
- Coordinate the set up and administration of the Information Booth at the Gold Coast Registration Centre, Thursday 29 June to Saturday 1 July 2023
- Assist at the Race Precinct Information Booth on Saturday 1 and Sunday 2 July 2023

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 Manager 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 (long days during event week starting early but working no later than 8.30pm)

Desirable:

- Personal interest or participation in sporting endeavors

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

To apply please send a copy of your resume and cover letter to volunteer@goldcoastevents.com.au. Please include your top 3 preferences of internship role when applying.

For further information on this role, please contact:

Volunteer Manager

Events Management Queensland

Phone: 07 5668 9888

Email: volunteer@goldcoastevents.com.au

