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GOLD COAST MARATHON POSITION DESCRIPTION SPORT SERVICES INTERNSHIP – ATHLETE SERVICES

POSITION:	Sport Services Internship – Athlete Services		
REPORTS TO:	Ryan McDonald – General Manager – Event Services		
DETAIL:	Commitment:	One day a week plus additional over event time	
	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	

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 administration of the pace runner program, seeded and priority start program, as well as assistance with the management of the elite athlete program. This role combines Event Management skills as 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 - Event Services, Manager – Sport Services, Volunteer Manager, EMQ Staff.

KEY ACCOUNTABILITIES:

Position-specific:

Pace Runner Program

- Prepare & monitor pace runner bands for each 'Pace Group' in the marathon, half marathon and 10km
- Prepare 'Pace Group' collateral and information sheets
- Assist with ensuring the Pace Runner page on the website is up-to-date
- Set up the pace runner booth at the Race Precinct
- Coordinate volunteer pace sign holders on event weekend

Seeded & Priority Start

- Review the Seeded & Priority Start information on the website
- Assist with verifying participants who nominate for a seeded start on their entry
- Assist with verifying participants who nominate for a priority start on their entry
- Update participant details on the web-based registration system
- Draft emails to the successful applications
- Apply the priority start stickers to the race numbers of successful applicants
- Review the race day operational plans for the Seeded & Priority start groups



Elite Athlete Program

- Assist with compiling bios on the invited elite athletes in the marathon, half marathon and 10km
- Assist with preparing the race weekend itineraries for each invited elite athlete
- Assist with the operation of the Elite Athletes Area/s at the race precinct
- Assist with the collection and delivery of personal refreshments

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

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, 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

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

