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in Queensland



GOLD COAST MARATHON POSITION DESCRIPTION OPERATIONS INTERN – VOLUNTEER COORDINATOR

POSITION:	Operations Intern – Volunteer Coordinator		
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 Volunteer Coordinator 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 recruitment and selection of volunteers and training where necessary. This role combines Event Management skills as well as certain Human Resource Management attributes as there is a high level of interaction with the volunteers.

Position Dimensions

Main Contacts:, Manager – Event Operations, Volunteer Manager, 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 the Volunteer Coordinator with the rostering of volunteers
- Continued monitoring of the roster and volunteer availability
- Plan and coordinate volunteer training sessions
- 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:

- Manage the volunteer sign in/out procedures onsite
- Manage volunteer meal breaks
- Ensuring catering and venue requirements are met
- Work at the Gold Coast Registration Centre, Thursday 29 June to Saturday 1 July 2023
- Assist with the training and supervision of volunteers
- Assist at the race precinct on Saturday 1 and Sunday 2 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 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 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 (long days during event week starting early but working no later than 8.30pm)

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

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

