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in Queensland



GOLD COAST MARATHON POSITION DESCRIPTION

POSITION: Registrations Intern

REPORTS TO: Hanna Gopperth, Manager – Event Registrations

DETAIL: Commitment: One day a week plus additional over event time.
Must be available: Thursday 29th June to Sunday 2nd July (Event Weekend)
Applications open: Monday 6th March 2023
Applications close: Monday 3rd April 2023
Start Date: Week commencing 1st May 2023
Completion Date: Sunday 2nd 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 Centre, Broadbeach
Race Precinct: 1 – 2 July – Broadwater Parklands, Southport

DUTY STATEMENT:

Position Purpose/Context

Events Management Queensland (EMQ) is a wholly owned subsidiary of the Queensland Government (through Tourism and Events Queensland) that manages and organises world-class mass participation sporting events designed to generate tourism and maximize significant economic impact to the community.

The Registration Intern is a key member of the Registrations Department. Under the direction of the Registrations staff, the Registration Intern's main role will be to assist in the planning and coordination of the Registration Centre and Teams Program.

KEY ACCOUNTABILITIES:

Position-specific:

Pre-event:

- Preparation for Race Number Collection
- Update manuals, instructions and signage in preparation for event weekend
- Preparation for Race Number Postage and packing for Post
- Coordinate and conduct pre-event volunteer training
- Coordinate teams group collection process and scheduling collection appointments
- Pre-pack Team Group Collection Kits – including bibs, race bags and required wristbands
- Assist with team tent requirements and set-up
- Assist with other Registration duties as required

During event:

- Assist with the set-up of the Registration Centre – Thursday 29 June
- Assist with the management of the Registration Centre – Thursday 29 June to Saturday 1 July
- Management of Volunteers across a range of registration roles
- Assist with onsite management of teams and tents at Race Precinct Saturday 1 - Sunday 2 July
- Pre-race registration and race number enquiries



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
- Demonstrated the ability to lead and manage other individuals
- 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:**

- Event and work experience – a statement of service is provided post-event on successful completion of the Internship. This statement outlines the number of hours contributed and the 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 event venue
- 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
- Transport to event venues outside of Gold Coast

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

