

POSITION DESCRIPTION

POSITION TITLE: Workforce Intern

POSITION OBJECTIVE:

Under the direction of the Workforce Manager, you will support the recruitment, onboarding, and coordination of volunteers and event crew. This role also involves contributing to the planning and delivery of key spectator services, including event information booths and bag drop operations.

This position offers hands-on experience across event management and human resources, with a strong focus on people engagement, workforce administration, and delivering a positive experience for volunteers, crew, and event participants.

POSITION COMMITMENT

Week beginning Monday 11 May 2026 – Sunday 19 July 2026

One day per week (Bundall office based). Additional days as required from Monday 29 June 2026. Must be available Thursday 2 July – Sunday 5 July.

REMUNERATION

Unpaid Internship. \$30 daily per diem.

REPORTING STRUCTURE

This position reports directly to the Workforce Manager and has no direct reports.

KEY DUTIES & RESPONSIBILITIES:

- Assisting with the Event Precinct and Sport & Leisure Expo Information Point Services
- Managing the daily set up, operation and pack down of the Information Point
- Compiling and producing an Event Information Handbook
- Providing an exceptional experience to both our athlete and workforce teams
- Supporting with deployment of Volunteers to their event positions
- Assisting with training, briefing and management of all event volunteers

KEY SKILLS & EXPERIENCE

Experience Required

- Currently undertaking a relevant degree such as Sport Management, Event Management or Human Resources
- 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

Computer Skills

- Basic computer skills in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint).

Aptitude & Interpersonal Skills

- An excellent team player who considers organisational goals a priority.
- High level organisational and coordination skills.
- Good time management, with the capacity to work to deadlines.
- Sound written and verbal communication, negotiation and interpersonal skills.
- Awareness of and ability to work in accordance with EMQ policies and procedures.
- Ability to take, interpret and follow instructions.
- Committed towards undertaking duties efficiently, using initiative, creativity and a strong attention to detail.
- A willingness to “pitch in” where required. No job too big or small.
- Positive, energetic attitude and the ability to work under pressure.
- Professional personal presentation.
- Sound internal and external stakeholder management with a customer service orientation.
- High degree of confidentiality.

KEY PERFORMANCE INDICATORS (KPIs)

- Customer (internal and external) satisfaction.
- Representation of the EMQ brand in a professional manner.
- Accuracy of data, filing and information.
- Satisfactory achievement of ongoing targets, goals and objectives as set by EMQ.
- Following of instructions and completion of tasks in a timely, accurate and efficient manner which meet the requirements of EMQ, and regulatory standards.
- Adherence, utilisation and promotion of EMQ’s vision, philosophy, core values, quality standards, best practice, policies and procedures and WHS requirements.

Signed by Intern: _____

Date: _____