



## **VOLUNTEER POSITION DESCRIPTION**

### **GAMES CENTRE ASSISTANT**

**2017 Northern University Games**

#### **POSITION**

Games Centre Assistant

#### **DEPARTMENT**

Administration

#### **LOCATION**

Prior and during the Games the role will be based at the NUG Office and Games Centre: CQ University Sports Centre, CQ University, Rockhampton.

#### **ABOUT AUSTRALIAN UNIVERSITY SPORT**

Australian University Sport (AUS) is charged with the responsibility to facilitate national and international sporting opportunities on behalf of its member universities. The national sporting program includes a number of high quality national and regional sporting events, including, but not limited to:

- Australian University Games
- Australian University Championships
- Regional University Games (Eastern, Northern, Southern and Western)
- Regional University Championships

AUS is responsible for the planning and conduct of these sporting events on behalf of the university sporting community. AUS delivers the events in a professional manner whilst meeting the needs of students at member universities.

#### **POSITION PURPOSE**

The Games Centre Assistant will be responsible for assisting the Registrations Coordinator in the day to day operations of the registration and administration systems and services. This includes understanding all Games time event procedures in the areas of:

- Accreditation pass distribution
- Sport disputes and appeals
- Code of behavior reports
- Player under protest
- Registration amendments
- Replacement players
- Forfeits

#### **REPORTING / WORKING RELATIONSHIPS**

The Games Centre Assistant reports directly and has line management responsibility to the Event Coordinator. The position is responsible for Games time team leaders and other Games time volunteers working within the registration area of the Games Centre.

The Games Centre Assistant will also work closely with key event time personnel including:

- AUS staff working within the event
- University Team Managers of member universities

#### **KEY TASKS AND RESPONSIBILITIES**

##### **Prior to the event**

- Develop and implement a system to pack all accreditation passes for the event – specifically passes for participants
- Assist and oversee the cross checking process of competitor accreditation passes
- Assist in receiving and processing late competitor registrations – specifically registration amendment forms and participation agreements
- Assist in finalising the Games Centre layout and requirements
- Set up of the Games Centre



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### **During the event**

- Assist in the smooth implementation of the University Team Manager accreditation collection process
- Assist in the distribution of accreditation to the event workforce including volunteers, stakeholders, staff and competition management
- Assist in the replacement of incorrect or lost accreditation passes
- Assist in the management of competitor and team forfeits
- Be the first point of call for enquires to the Games Centre
- Monitor and maintain resources and equipment for the Games Centre
- Receipt of trophy hand over forms, late registrations, cross accreditations and ticket sales
- Processing player under protests

### **Post event**

- Provide recommendations on improvements for the Games Centre and its various areas

### **KNOWLEDGE SKILLS AND EXPERIENCE**

The Games Centre Assistant role would suit a person studying in the field of Business with an interest in registration systems and administration or a person who has worked in an event registration environment.

#### **Desirable attributes:**

- Excellent organisational skills
- Experience in managing and dealing with a wide variety of people
- An understanding of registration systems and processes
- Ability to prioritise and meet deadlines
- Excellent written and verbal communication skills
- Sound computer skills

#### **Personal attributes:**

- Ability to work as part of a team
- Enthusiastic and motivated approach
- Well developed customer service and problem solving skills
- Ability to take the initiative
- Exercise judgment and work without supervision
- A friendly and approachable manner

#### **Other requirements:**

- Commit to at least six hours per week in the Games office in the lead up to the event
- Attend compulsory training sessions to ensure that you are familiar with event policies and procedures
- Attend the entire duration of the Games competition
- Wear the Games uniform as required
- Conduct self in a professional manner by being punctual, reliable and neatly groomed at all times
- Be an unbiased non competitor in the event
- Uphold AUS policies and guidelines



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## POSITION PARTICULARS

- Duration of position:** Two weeks – Monday 26 June to Friday 7 July 2017
- Number of hours:** It is anticipated that the Games Centre Assistant will need to work at least one day per week (approx six hours) in the lead up to the event and full time during the event delivery period (27 June-8 July).
- Training:** Induction will be provided upon appointment. On the job training will be provided over the time of your appointment. Specific training will occur in the event registration system and relating to Games time event procedures.
- Applications close:** Friday, 30th June, 2017
- Interviews:** N/A
- How to apply:** To apply for this position please follow these steps:
1. Read the position description in detail to understand what is expected of you
  2. Check to ensure you are available for the duration of the position
  3. Update your resume to no more than three pages
  4. Apply via email [nug.coordinator@unisport.com.au](mailto:nug.coordinator@unisport.com.au)

*All applications will be acknowledged and successful candidates will be contacted for an interview.*

## FOR MORE INFORMATION

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*The details within this position description may change at any time in the lead up to the 2017 Northern University Games. Volunteers will be notified of any changes to their position description, if and when they occur.*



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