



## **VOLUNTEER POSITION DESCRIPTION**

### **WORKFORCE INTERN**

#### **2017 Northern University Games**

#### **POSITION**

Workforce Intern

#### **DEPARTMENT**

Workforce

#### **LOCATION**

Prior to the Games the role will be based at the NUG office and Games Centre: Student Rep Council Office, 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 (Northern, Eastern, 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 Workforce Intern will be appointed to assist in the coordination all volunteer requirements for the Games including coordinating and implementing the event's volunteer management program. The WA will assist in the coordination and distribution of the event workforce meal requirements during the Games delivery period. This includes staff, competition management and volunteers. They will also assist in the coordination of transport systems, athlete shuttles, Games vehicle allocation and transport information sheets.

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

The Workforce Intern reports directly and has line management responsibility to the Event Coordinator. The position is responsible for numerous volunteer roles within the Games structure.

The Workforce Intern will also work closely with key event time personnel including:

- AUS staff working within the event
- Partner universities – specifically lecturers and internship placement officers
- Organisers of volunteering community groups and agencies
- Event supporters relating to the workforce program ie: volunteer sponsors
- Relevant staff from local or state sporting organisations
- Local catering and transport businesses



## KEY TASKS AND RESPONSIBILITIES

### Prior to the event

- Assist in the recruitment, selection, allocation and retention of volunteers
- Regular update and maintenance of the volunteer database
- Coordinate and implement volunteer induction process and regular communication paths
- Assist in the planning and delivery of volunteer training and volunteer recognition
- Assist in the production and distribution of volunteer rosters and distribution of uniforms
- Liaise with caterers and event staff for anticipated food requirements
- Source resources for Games centre break out area such as (but not limited to) cutlery, crockery, cups, fridge, small appliances (if required), snack foods
- Determine estimated spend of volunteer meal vouchers, enter detail into budgets and complete purchase order requests
- Prepare staff apartment care boxes
- Development and documentation relating to vehicle conditions and incident reporting
- Book and allocate Games time vehicles

### During the event

- Assist in volunteer welfare and tend to any requirements including but not limited to: issues with meals, rosters, uniforms
- Distribution of meal tickets for competition days
- Manage lunch set up and pack down if provided as a sandwich buffet
- Troubleshoot catering issues
- Cleanliness and restocking of break out area within the Games centre
- Respond to transport enquiries and coordinate the use of Games time vehicles

### Post event

- Provide recommendations to improve volunteer management, catering and transport
- Assist in delivering the volunteer thank you function
- Obtain invoices from sport venues for meal vouchers used during the event
- Ensure the return of Games time vehicles to relevant suppliers

## KNOWLEDGE SKILLS AND EXPERIENCE

The Workforce Intern role would suit a person studying in the field of Human Resource Management, someone who has experience in managing volunteers or someone who has fulfilled a high level customer service role.

### **Desirable attributes:**

- Excellent organisational skills
- Experience in managing and dealing with a wide variety of people
- An understanding of the needs of volunteers
- Ability to prioritise and meet deadlines
- Excellent written and verbal communication skills and 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 and 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



## POSITION PARTICULARS

- Duration of position:** Mid April – mid July
- Number of hours:** It is anticipated that the Workforce Intern 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
- Training:** Induction will be provided upon appointment. On the job training will be provided over the time of your appointment.
- Applications close:** When position is filled (apply now!)
- Interviews:** TBA
- 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.*

