

VOLUNTEER ROLES

Virtus Oceania Asia Games 2022



Event managed by
Sport Inclusion
AUSTRALIA

BECOME A #GAMECHANGER & VOLUNTEER WITH US!

Get involved and join us at the Virtus Oceania Asia Games 2022 (OA Games 2022) to become a #GameChanger!

Up to 1,000 Athletes and Team Officials will visit Brisbane to compete in a captivating and inspirational celebration of sport, culture and ability, in venues across Brisbane and the Gold Coast, to compete in the Games for gold and glory.

Major events like this aren't possible without the support and dedication of hundreds of volunteers who are passionate about making a difference in the world. It's also an opportunity to make your mark working on a major international multi-sport event in the lead-up to the Brisbane 2032 Olympic & Paralympic Games.

We're looking for volunteers with a wide variety of skills and experience to help bring these Games to life for our Athletes, their Family and Friends, and Spectators.

In the following pages, we have outlined several different position descriptions that you can read through to understand what kind of role you could play. These include:

- Accreditation
- Ceremonies
- Event Operations
- Games Information
- Logistics & Signage
- Media & Communications
- Sport Support
- Transport
- Workforce Operations

If you have any questions, don't hesitate to reach out to our team at workforce@oagames2022.org.

Role Area: Accreditation

OVERVIEW

Accreditation Volunteers will be based at either the Games Accreditation Centre in Games Headquarters or at a competition venue.

Accreditation operations will commence several days prior to the start of the Games, so volunteers will be required to have availability for pre-Game shifts.

Accreditation Volunteers will carry out identification checks and distribute accreditation passes to various Games stakeholders including Athletes, Officials and Workforce.

They will also deal with any problems that arise with accreditation during Games time, including re-issuing passes.

WE ARE LOOKING FOR VOLUNTEERS WHO:

- Are effective communicators and deliver great customer service
- Have good attention to detail
- Are efficient and organised
- Are problem solvers, and thrive during busy times
- Have the skills to work with simple technology systems

If you have a strong customer service focus, enjoy working in a team, and are comfortable working with computers and doing admin tasks, then this is the role for you!

Role Area: Ceremonies

OVERVIEW

Ceremonies Team Volunteers will support the delivery of our Opening Ceremony, Closing Ceremony, and Medal Ceremonies for each sport. They will play an active role in each sport at the OA Games 2022, working closely with Venue Managers, Dignitaries, Athletes and Delivery Partners.

The Opening and Closing Ceremonies will welcome and celebrate all those who attend the Games. Volunteers will provide general support to event and site personnel such as producers, artists, stage managers and production personnel. They will assist with the day-to-day setup and operations of these creative events.

Medal Ceremonies will be held at all OA Games 2022 competition venues over the course of the Games to celebrate the incredible achievements of our Athletes. Volunteers will provide support with podium setup, anthems, flags, medals, athlete gifts, dignitary presentations, and the operational delivery of each Medal Ceremony.

WE ARE LOOKING FOR VOLUNTEERS WHO:

- Have a 'can-do' attitude with an organised approach to work
- Are effective communicators
- Remain calm and collected under pressure
- Are problem solvers
- Can work autonomously as well as in a team

If you are a hands-on, organised person, and love the fast-paced nature of the events industry, then this is the role for you!

Role Area: Event Operations

OVERVIEW

At Games time, our Event Operations Team will be busy at each of our competition venues helping to make sure everything is running smoothly and on time.

Event Operations Volunteers will be responsible for supporting the day-to-day operations of the venue and making sure everyone on site (Athletes, Sport Officials, Spectators, Media and VIPs) has an unforgettable Games experience.

KEY TASK RESPONSIBILITIES WILL INCLUDE:

- Preparing venue spaces before Athletes and Spectators arrive
- Helping to direct traffic that is arriving and departing at venues
- Managing enquiries and assisting clients on-venue
- Welcoming Spectators and scanning tickets at entry gates
- Checking accreditation and managing access to the sport 'field of play'
- Assisting the Medal Ceremonies Team with medal presentations
- Assisting all other Volunteers, Suppliers and Staff at a venue to ensure smooth event operations

WE ARE LOOKING FOR VOLUNTEERS WHO:

- Are effective communicators
- Are proactive and always thinking ahead
- Are energetic and enthusiastic, and are always aiming to give Athletes and Spectators a wonderful experience
- Are fairly fit, as this can be an active role
- Are flexible and happy to do varied tasks and see different aspects of the sport and Games

This is a great role for anyone who is currently working or studying in event management, venue management or sports management (but this doesn't mean you have to be!).

Role Area: Games Information

OVERVIEW

Games Information Volunteers will be based at a Games Information Hub, in either central Brisbane or at a competition venue. These Volunteers will ensure appropriate information is provided to Athletes, Supporters, Officials, and everyone else involved in the Games!

Games Information Volunteers will help provide answers to queries either in-person or on the phone, distribute Games information, and much more! Information will include competition schedules, results, ticketing, transport details, venue information, accreditation concerns, and the like.

WE ARE LOOKING FOR VOLUNTEERS WHO:

- Are effective communicators, both written and verbally
- Have good interpersonal skills
- Have strong attention to detail
- Have good computer skills

As there will be many international Athletes and Team Officials, if you speak another language, this will be highly beneficial!

If you are a great communicator, enjoy providing good customer service, and are willing to help with whatever is needed, then this is the role for you.

Role Area: Logistics & Signage

OVERVIEW

The Logistics Team will be busy helping to bring our venues and operations to life even before competition begins. They will be making sure the venues are set up correctly and 'looking the part', both internally and externally.

The Team will move between all OA Games 2022 venues throughout the duration of the Games to support venue setup, pack down and logistical operations (on-venue) during the event.

KEY TASK RESPONSIBILITIES WILL INCLUDE:

- Assisting with deliveries and stock in the main logistics warehouse
- 'Picking and packing' various items required for the Venue Teams
- Transporting items to and from venues
- Loading and unloading vehicles
- Installing venue signage
- Assisting the Venue Staff with room set-ups
- Replenishing beverage stock in drinks fridges for Athletes, Staff, and Volunteers

WE ARE LOOKING FOR VOLUNTEERS WHO:

- Enjoy carrying out physical/manual tasks
- Can communicate effectively
- Are able to work in a fast-paced environment and work to deadlines
- Are fairly fit, as this is an active role
- Are willing to drive a Games-time C-Class Vehicle and have an open C-Class License

If you are someone that is keen to jump in and do what needs to get done, enjoys variety and being 'hands on', this is a great role for you!

Role Area: Media & Communications

OVERVIEW

Media and Communications is an exciting and busy area where you will play a part in bringing the stories and images of the Games to life.

The Media and Communications Team will be based across most Games venues. The Team has a mix of roles that cover venue media operations, spectator liaison, photography, and community engagement.

Venue Media Operations Volunteers will oversee the day-to-day media operations at our venues, assist the media to ensure they have everything they need to capture the action (e.g., interviews, quotes and footage) and help to deal with any queries they have.

Roving Spectator Liaison Volunteers and **Photographers** will help to capture the magic of the Games by supporting social media, and other communications and promotional material such as highlight reels, to keep the public informed, inspired and engaged.

WE ARE LOOKING FOR VOLUNTEERS WHO:

- Can work in a fast-paced, changing environment
- Can communicate effectively
- Can work to deadlines
- Have great attention to detail
- Are problem solvers
- Are fairly fit, as this is quite an active role

These are great roles for anyone who has worked in, or who is studying, media, photography social media or communications. Experience in media operations would also be beneficial.

Role Area: Sport Support

OVERVIEW

Providing a world-class sporting experience for our Athletes is critically important. The Games will be delivered by the relevant State Sporting Organisations (SSOs) for each sport.

The Sport Support Team will assist Athletes, Team Officials, Technical Officials and other stakeholders during the delivery of sport competition for the OA Games 2022.

Roles in the Sport Support Team can be quite varied and could involve setting up the 'field of play', escorting Athletes during competition, assisting Technical Officials during competition, and much more.

WE ARE LOOKING FOR VOLUNTEERS WHO:

- Are effective communicators
- Are focused and responsive to quick instructions
- Are fairly fit, as this is quite an active role
- Are flexible and willing to do a variety of tasks

This is a great role for anyone who has a passion for sport or has experience in sport operations and has a strong customer service approach.

Role Area: Transport

OVERVIEW

The Transport Team will provide a safe, efficient, on-time transport service for our Games Family members. All Games time vehicles will be staged at the OA Games 2022 Fleet Depot located at Sleeman Sports Complex in Chandler.

There are several roles available in the Transport Team as outlined below.

Drivers will provide an accessible, comfortable, reliable, secure and efficient transport service. Drivers will maintain great customer service, adhere to all road safety standards and be responsible for maintaining their vehicles. Vehicle types may include a sedan, SUV or 12-seater mini-van.

Transport Dispatch Volunteers will help prepare vehicles, assist Drivers at load zones and help load/unload passengers in a timely and efficient manner. They may also help with the coordination of vehicle key management, tracking vehicles, managing vehicle requests, as well as to help provide and record relevant information about transport operations.

WE ARE LOOKING FOR VOLUNTEERS WHO:

- Are enthusiastic and friendly
- Can work autonomously as well as be a team player
- Have familiarity with the use of hand-held two-way radios
- Have knowledge of the Brisbane and Gold Coast region
- Are good with communication, recording and reporting

All drivers must hold an unrestricted, open Australian driver's licence. Additionally, due to insurance restrictions, drivers must be at least 21 and not over 75 years of age, and have no less than 12 months driving experience.

Role Area: Workforce

OVERVIEW

Based across our main competition venues, the Workforce Team is the friendly face that our Games volunteers will see when they arrive on-venue for their shift.

This Team helps to make sure all Volunteers and Staff are having a great experience at venues. The Workforce Team will be the first ones arriving onsite to check-in Volunteers at the start of their shift, distribute any essential items needed to complete their roles, and help oversee the distribution of workforce meals.

During shifts, Workforce Volunteers will assist Staff and Volunteers with any queries they may have, as well as engage with fellow Volunteers across the venue and make sure everyone is still smiling!

WE ARE LOOKING FOR VOLUNTEERS WHO:

- Are friendly, approachable, engaging and can provide a high level of customer service
- Can help motivate and energise a team
- Are great communicators and active listeners
- Have a willingness to work with simple technology, and have good computer skills

This is a great role for anyone who loves working with and helping people and is confident in handling issues.

The Volunteer Journey

Thank you for your interest in joining our team of OA Games 2022 #GameChangers!

All volunteer applicants will go through a similar journey to apply and be onboarded. The diagram below outlines the six steps of the volunteer journey from your application, right through to Games Time.

