

# POSITION DESCRIPTION

**TITLE:** Tournament Office Assistant - Volunteer  
**DEPARTMENT:** Operations  
**LOCATION:** Team Hotel and Tournament Venue – Adelaide Oval  
**REPORTS TO:** Events & Operations  
**START DATE:** Tuesday, 29 March, 2011  
**END DATE:** Sunday, 3 April, 2011  
(if applicable)

## Purpose of Role

The Tournament Office Assistant is a volunteer position. The Tournament Office is located in the team hotel and provides the teams and Team Liaison Officers with a central space where they can obtain information about the training venues and the tournament, collect fluids, organise ice and drop off/pick up laundry and towels. They also will assist with team and staff transport arrangements.

The main purpose of this role is to ensure that the Tournament Office is manned at all times, correct information is given to teams, fluids are stocked and teams' requirements are met. The role will also have a match day function at the Tournament Venue which is TBC.

## Key Areas of Responsibility

- Provide relevant information to teams through Liaison Officers
- Stock Tournament Office with fluids and equipment as necessary
- Provide assistance with team/staff transport
- Track laundry and towel drop-off/collection
- Assist Team Liaison Officers with equipment requirements
- Assist Operations Coordinator as required

## Key Outcomes

- Teams are given correct information.
- Teams will be provided with the necessary fluids, ice, equipment and laundry/towels.
- Team Liaison Officers will be satisfied with level of service.

## Knowledge, Skills and Behaviour Required

- Strong Administration skills.
- Good knowledge of rugby needs to aid and assist teams in the lead up to and during the tournament
- Strong understanding of the professional needs of teams
- Strong communication skills
- Strong attention to detail
- General knowledge of Adelaide and surrounds (beneficial)

## Major interactions

- Operations Coordinator
- Team Liaison Officers
- Hotel Staff

## Unique Criteria

- The position will be required on a shift basis during the week Tuesday 29 March to Sunday 3 April 2011 in either the Team hotel or the Tournament Venue.
- Working hours during the week can be negotiated with the successful applicants pending availability.
- The Tournament Office Assistant will be provided with a uniform (items and quantities TBC) as well as 2 General Admission tickets to each day of competition.
- Meals and drinks will be provided on all days as applicable.

