

Position Description

Mascot Assistant



Area:	Event Operations
Reporting to:	Marketing Manager
Direct reports:	Mascot
Coordinate with:	Event Operations Manager
	Marketing Manager
	Sports Presentation Assistant
	Game Day Workforce Coordinator
	Strike Zone Coordinator

We are looking for volunteers who are:

- 18 years or older
- Reliable, punctual, well presented and courteous
- Friendly and personable, and a great communicator
- Flexible and able to support the team where required
- Able to answer questions from the general public, or at least direct them to help
- Willing and able to wear PPE (Personal Protective Equipment) where required
- Able to follow any COVID-19 regulations and protocols in place at the time, and instructed by Sunshine Coast Lightning representatives
- Quick learners, with the ability to adapt to different environments
- Hold a current Blue Card or can obtain one

In return, we will offer you:

- The opportunity to volunteer at our Game Days in a fun and supportive environment
- A training night where you will learn all about your role on Game Days and be shown around the venue
- A uniform shirt to wear and keep, and a weather jacket if working outside (jacket to be returned post-match)
- An Accreditation pass to access the venue and Game Day areas as required
- Catering throughout your shift
- Where tickets are available and your volunteer shift finishes on time, access to watch the game
- A photo on court with the entire Workforce Crew and Players after a selected game
- An end of Season thankyou event hosted by several Lightning Players

Primary Roles:

- Assist Sunshine Coast Lightning's Mascot, Lucy Lightning, with patron interactions and fan engagement before, during and after the game.
- This role requires someone who can engage with the crowd, encourage them to interact with Lucy Lightning and is happy to entertain!

Key Tasks	Description
1.	Arrive at the venue as per your allocated shift time, collect your accreditation, check into the Workforce Room and have your meal.
2.	Ensure the mascot suit is in the Workforce Room and any promotional items are ready to go. Meet the mascot wearer at the designated location.
3.	Assist the mascot wearer with getting into (and post-game, out of) the suit (if required).
4.	Follow the run sheet provided to ensure that the Mascot is ready and in position at the required times and locations.
5.	Assist the Mascot to safely manoeuvre around the venue and crowds, to ensure there is no damage to the wearer or the suit.
6.	Walk around the Activation Zone with the Mascot and actively guide them into interactions with spectators and photographs. Encourage the Mascot to dance, high five, take photos etc.
7.	Move inside the Stadium at the time requested and assist the Mascot with on and off court entertainment. (i.e. if there is a spare seat, get the Mascot to sit in it and interact with those around, or high five the crowd as walking past).
8.	Assist the Mascot with breaks, ensuring they always stay hydrated and refreshed.
9.	Assist with any other duties or roles as required.
10.	At the end of the match, return to the Workforce Room, hand back your accreditation and check out. Write any feedback in the feedback book before departing.