

Position Description

Match Operations Assistant



Area: Event Operations

Reporting to: Game Day Manager

Coordinate with: Match Delegate
Sports Presentation
Mascot Assistant

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 the Game Day and Events Manager in the overall running of the match day
- Be a point of contact for the Match Delegate, Team and Umpire Liaisons, Game Day Workforce Coordinator and Security and Venue Personnel.

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.	Attend the key workforce briefing – having read the information prior to arrival.
3.	Assist with the FOP and playing enclosure including access control, presentation and maintenance.
4.	Set match clocks and distribute to all relevant parties (i.e. Team Liaisons, Umpire Liaison, Score Bench, Event Operations Manager).
5.	Oversee distribution and collection of match equipment in liaison with the Bench Manager.
6.	Ensure water and ice requirements of teams and umpires are met both prior and during the matches.
7.	Work in conjunction with the Team Liaisons and ensure teams are escorted from the pre-game entry zone to their team bench during the Arena call-on.
8.	Assist during the game as required and directed by the Game Day Manager and Sports Presentation.
9.	Ensure that post-game teams are escorted safely from the Playing Enclosure to the changing rooms.
10.	Assist with the pack down of all event areas including the operations room, team benches, score bench and volunteer room, as well as collecting radios.
11.	Assist with any other roles as requested.
12.	At the end of the match return to the Workforce Room and check out, including returning your radio. Write any feedback in the feedback book before departing.