

Position Description

Team Liaison



Area: Event Operations

Reporting to: Event Operations Manager

Coordinate with: Event Operations Manager
Match Operations Assistant
Ball Crew Supervisor
Team Managers

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:

- Responsible for assisting teams prior to, during and post competition, including courteously and promptly dealing with any questions or requirements they may have.
- Assisting with team bench and change room setup and pack down, team post-game signings and any other tasks as requested.

Key Tasks	Description
1.	Liaise with the Team Managers prior to their arrival at the venue as required.
2.	Arrive at the venue as per your shift allocation, collect your accreditation and check into the Workforce Room.
3.	Attend the event operations briefing, collect your folder and sign for your radio before returning to the Workforce Room to have your meal.
4.	Collect two countdown clocks and ensure the change rooms and playing enclosure set-up are in accordance with the Netball Australia (NA) guidelines, and any team requests have been completed (i.e. exercise bike, massage table, whiteboard). Check a copy of the run sheet has been put up in the team change rooms – if not arrange one to go up.
5.	Ensure water and ice requirements of teams are met prior, during and post competition. This includes 20 bottles in an esky in the team changeroom and 30 bottles in an esky at the team bench before their arrival.
6.	Greet the team on arrival and assist with the transportation of equipment to the team change room. Provide the Team Manager with a match clock. Collect the team list and provide it to the Match Operations Assistant. Ensure the Team Manager is aware of the Arena and Match Call-on procedures and finalise their ice requirements.
7.	Assist teams from the pre-game entry zone to team benches during the Arena Call-on, including providing them with a one-minute warning.
8.	Ensure teams are queued and ready for the Match Call-on – refer to the run sheet for timings.
9.	Assist teams from the playing enclosure to the changing rooms and return for the half time break.
10.	Ensure ice requirements are delivered in the fourth quarter and the ice bath is setup as per team requirements.
11.	Find out any post-game media requirements from the Media Manager – ensure to let the Team Manager know.
12.	Help set-up and then escort teams to any post-game functions (i.e. player signings). Ensure that post-game refreshments are delivered to the team change rooms where requested.
13.	Finalise any team requirements, collect any feedback and then escort the team/assist with equipment if required to leave the venue.
14.	Commence pack down of the team benches and changerooms. Return clocks to the Match Operations Assistant, empty ice and water out of eskies, wipe down and return to the storeroom along with any other equipment such as medical boxes. Check with the Event Operations Manager if any other tasks are required to be completed before departing.
15.	Once pack down is completed, return to the Workforce Room, hand back your radio and check out. Write any feedback in the feedback book before departing.