

Position Description

Workforce Room Supervisor



Area: Workforce
Reporting to: Game Day Workforce Coordinator
Coordinate with: All Workforce Personnel

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
- 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 overseeing the Workforce Room including volunteer sign ins and outs, meal allocations and documenting any volunteer feedback.

Key Tasks	Description
1.	Arrive at the venue as per your allocated shift time, collect your accreditation and head to the Workforce Room.
2.	Ensure all the appropriate documentation and equipment is ready including the volunteer sign in book, workforce equipment and meals.
3.	As volunteers arrive make sure they sign in, know their shift times and collect a meal. For those who have been allocated a radio or jacket for their roles, sign these out to them, reminding them they must be returned at the end of the shift.
4.	Check all volunteers are dressed accordingly, behaving appropriately, wearing their accreditation and understand their roles and requirements.
5.	Keep a log of any issues/incidents and how they were managed and report to the Game Day Workforce Coordinator.
6.	Oversee the Workforce Room and ensure it remains clean and tidy at all times, with volunteers placing their rubbish in the right bins; as well as keeping an eye on any personal property left within the room.
7.	Ensure all volunteers return their accreditations and equipment (e.g. jackets/radios) and sign out at the end of their shift. Document any feedback in the feedback book. Remind volunteers to take any of their personal items and put rubbish in the bins and thank them on their departure.
8.	Assist in packing up the Workforce Room, ensuring it is left spotless and in the same condition it was on arrival (including moving any chairs and tables and bins back to their original positions). Any meals, snacks or beverages are to be returned to the Lightning office, along with all returned equipment (e.g. ball crew shirts and towels, radios, jackets) and the log in and feedback books.
9.	Return your accreditation to the Workforce Leader and depart once your shift is complete!