

## Lifesaving World Championships Adelaide 2018

### VOLUNTEER ROLES OVERVIEW



The Lifesaving World Championships relies heavily on a dedicated team of volunteers who work behind the scenes to ensure the event is a success. We have opportunities across a range of areas, including administration, media, hospitality and operations.

You don't have to be a member of a surf lifesaving club – you just have to be eager, reliable and willing to put your hand up.

All volunteers in the roles outlined in this document must be over 18 – other opportunities for Nippers and youth will be made available closer to the event.

Volunteers are provided with a uniform, meals during shift, an accreditation pass to access transport and social programs, an invitation to the Thank You function post-event, and of course memories that will last a lifetime!

Lifesaving-specific roles also require filling (e.g. water cover, first aid, beach venue operations, etc.). Email [lwc2018@surflifesavingsa.com.au](mailto:lwc2018@surflifesavingsa.com.au) for more information.

### PERSON SPECIFICATIONS

Required attributes for all roles:

- Friendly and personable demeanour
- Ability to work as part of a team
- Commitment to deliver a high level of customer service
- Be willing to receive and accept direction and advice
- Be willing to adapt to changing circumstances and workloads (e.g. peak periods, non-peak periods and schedule changes)

### ADDITIONAL INFORMATION

Volunteers must also:

- Travel to and from the event at their own cost – no reimbursement is available for travel or accommodation
- Provide or obtain a police check (or equivalent in your state/country)  
*NB. South Australian surf lifesaving club members may be eligible to apply for a police check for free through their club – please contact your club Secretary*
- Attend compulsory training sessions to ensure familiarity with event protocols
- Commit to and attend at least three shifts during the event delivery period
- Wear the uniform as required: volunteers will be provided with a shirt, but must provide your own neutral-coloured bottoms and appropriate footwear
- Conduct yourself in a professional manner by being punctual, reliable and neatly groomed at all times
- Take responsibility for your own observance of safe work practices and safe work environment, and undertake no actions or omissions which will adversely affect the health and safety of other persons
- Agree to read, understand and be bound by Surf Life Saving SA policies and procedures

## HOW TO APPLY

- Applications are accepted online: <https://www.surveymonkey.com/r/lwc2018vols>
- Applications close Monday 27 August
- Applicants will be required to attend an interview during early September
- Final role allocations and rosters will be finalised after the interview period – shift times and length will vary per role (and how many applications we receive)
- Final event induction will take place in early November ahead of event delivery.

## ENQUIRIES

Contact the Volunteer Coordinator: Lee Dalzell; 08 8354 6900 / +61 8 8354 6900;  
[lwc2018@surflifesavingsa.com.au](mailto:lwc2018@surflifesavingsa.com.au)

## POSITION INFORMATION

*Note that the tasks and responsibilities for each position below are indicated as a guide only, and are subject to change and finalisation in the lead up to LWC 2018.*

<b>Position: Administration Assistant</b>	
<b>Area:</b> Administration	<b>Location:</b> Administration Centre (Glenelg Community Centre)
<b>Position duration:</b> Event delivery time (12 Nov – 2 Dec) Some assistance may be required ad hoc in the two months prior to the event	
<b>Position overview:</b> Assist the LWC Administration staff to ensure the smooth operation and delivery of all administrative aspects during the preparation and delivery of LWC.	
<b>Key tasks and responsibilities:</b> <ul style="list-style-type: none"> <li>• Assist with Administration Centre set up and pack down as needed</li> <li>• Responding to phone and email queries</li> <li>• Customer service</li> <li>• Computer/Office tasks including word processing, filing, mail-outs, updating spreadsheets</li> <li>• Lost and found property</li> <li>• Refill and refresh office supplies</li> </ul>	
<b>Additional person specifications:</b> <ul style="list-style-type: none"> <li>• Good communication skills</li> <li>• Experience in administration or an office environment will be looked on favourably</li> </ul>	

### More information:

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<b>Position: Accreditation Assistant</b>	
<b>Area:</b> Administration	<b>Location:</b> Administration Centre (Glenelg Community Centre)
<b>Position duration:</b> Event delivery time (12 Nov – 2 Dec) Some assistance will be required in the lead up to the Championships.	
<b>Position overview:</b> To assist the Accreditation Coordinator and staff in the efficient operation and delivery of accreditation collection services for all LWC 2018 accredited persons.	
<b>Key tasks and responsibilities:</b> <ul style="list-style-type: none"> <li>• Assist with assembly of participant and workforce packs (e.g. uniform sorting, bag packing)</li> <li>• Verify registrations on LWC online systems and issue accreditation passes (to participants, Technical Officials, workforce, VIPs, etc.)</li> <li>• Assist with accreditation enquiries</li> <li>• Maintain and refresh accreditation areas</li> </ul>	
<b>Additional person specifications:</b> <ul style="list-style-type: none"> <li>• Friendly and approachable</li> <li>• Experience with customer service</li> <li>• Sound computer skills</li> <li>• Ability to speak languages other than English desirable but not compulsory</li> </ul>	

<b>Position: Workforce Welfare Assistant</b>	
<b>Area:</b> Administration	<b>Location:</b> Administration Centre (Glenelg Community Centre) Roving to other LWC venues
<b>Position duration:</b> Event delivery time (12 Nov – 2 Dec)	
<b>Position overview:</b> Work with the Workforce Manager to ensure the well-being and safety of all members of the LWC2018 workforce (volunteers, crew, Technical Officials).	
<b>Key tasks and responsibilities:</b> <ul style="list-style-type: none"> <li>• Meet and greet volunteers at their respective venues</li> <li>• Oversee the signing in of volunteers and contact any 'no shows'</li> <li>• Support other volunteers with breaks if/when required</li> <li>• Look after the welfare of LWC Workforce – e.g. provision of refreshments, sunscreen, etc.</li> <li>• Assist with the distribution of workforce lunches</li> <li>• Be a point of contact for volunteer queries</li> <li>• Provide support to any functional area that may require it at short notice</li> <li>• Provide feedback regarding volunteer operations at respective venues</li> </ul>	

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<b>Position: Media Assistant</b>	
<b>Area:</b> Administration	<b>Location:</b> Administration Centre (Glenelg Community Centre)
<b>Position duration:</b> Event delivery time (12 Nov – 2 Dec) Some assistance may be required ad hoc in the two months prior to the event.	
<b>Position overview:</b>	
<p><b>Key tasks and responsibilities:</b> Assist with the delivery of communications services including media and public relations in the lead up to and during the Championships. Key tasks include:</p> <ul style="list-style-type: none"> <li>• Source and supply content for social/print media and newsletters</li> <li>• Photography at sporting events, social functions and other LWC events</li> <li>• Daily sorting and cataloguing of images and video</li> <li>• Maintain and supervise media zones at competition and event venues</li> <li>• Assist media and communications staff as required</li> </ul> <p><b>Additional person specifications:</b></p> <ul style="list-style-type: none"> <li>• This role would suit someone studying journalism, media, communications or public relations.</li> <li>• Ability to approach and communicate with a variety of people</li> </ul>	

<b>Position: Greeter</b>	
<b>Area:</b> Hospitality	<b>Location:</b> Various
<b>Position duration:</b> Event delivery time (12 Nov – 2 Dec)	
<p><b>Position overview:</b> As the first face participants will see at LWC venues, Greeters will provide exceptional customer services, local knowledge and LWC information to participants. Help us to leave a legacy of positive experiences by providing exceptional customer service to athletes, spectators and officials.</p>	
<p><b>Key tasks and responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Meet and greet participants at the Admin Centre, Adelaide Airport, sports venues and games events</li> <li>• Assist in managing and maintaining the participant traffic flows, queues, pathways, entrances and exits in a safe and effective manner</li> <li>• Provide information on various games services and programs, and other general enquiries</li> <li>• Provide basic information and assistance with tourism, hospitality, transport and visitor information services or referral to relevant service for more complex inquiries</li> <li>• May be required to assist with hospitality, protocol and VIP management at official functions and special events</li> <li>• Assist with surveying participants and members of the public</li> </ul> <p><b>Additional person specifications:</b></p> <ul style="list-style-type: none"> <li>• Ability to approach and communicate with a variety of people</li> <li>• Ability to speak languages other than English desirable but not compulsory</li> <li>• Good local knowledge of Adelaide (and the City of Holdfast Bay/Marion areas)</li> </ul>	

**More information:**

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<b>Position: Hospitality Assistant</b>	
<b>Area:</b> Hospitality	<b>Location:</b> Champs Hub (Some ad-hoc VIP support may be required at other venues)
<b>Position duration:</b> Event delivery time (12 Nov – 2 Dec)	
<b>Position overview:</b> reporting to the Champs Hub Coordinator, the Hospitality Assistants will serve food and drinks in the Champs Hub – the home of our volunteer breakfasts and wind downs, and Technical Official and Team Manager briefings.	
<b>Key tasks and responsibilities:</b> <ul style="list-style-type: none"> <li>• Cook and serve BBQ breakfast to other workforce members</li> <li>• Assist with the distribution of lunch packs to workforce members</li> <li>• Responsible for the general cleanliness of the Champs Hub</li> <li>• Assist with serving food/drinks at daily evening wind down events</li> <li>• Other duties in the Champs Hub as required</li> <li>• May be required to assist with hospitality, protocol and VIP management at official functions and special events</li> </ul>	
<b>Additional person specifications:</b> <ul style="list-style-type: none"> <li>• This role will require early starts (e.g. 5:00am or 5:30am) – not every day but will depend on final roster</li> <li>• Experience in catering, hospitality and/or bar service looked on favourably</li> </ul>	

<b>Position: Operations Assistant</b>	
<b>Area:</b> Operations	<b>Location:</b> various
<b>Position duration:</b> Event delivery time (12 Nov – 2 Dec) Some assistance may be required ad hoc in the month prior to the event.	
<b>Position overview:</b> Assists in the delivery of all operational components of the event across all disciplines.	
<b>Key tasks and responsibilities:</b> <ul style="list-style-type: none"> <li>• Work closely with LWC staff working within the event and key volunteers</li> <li>• Assist with the distribution and set up and pack down of event and sponsor signage</li> <li>• Assist with Admin Centre set up and pack down as needed</li> <li>• Support the set up and break down of ceremonies and presentations</li> <li>• Be present at special events to provide immediate support</li> <li>• Support the set-up of any transport hubs, such as signage and giving directions</li> <li>• Support all other aspects of the event with physical operation and logistical needs</li> </ul>	
<b>Additional person specifications:</b> <ul style="list-style-type: none"> <li>• Good knowledge of safe manual handling practices</li> <li>• Experience in dealing with a wide variety of people</li> <li>• Excellent organisation skills; prior event volunteering will be looked on favourably</li> <li>• Some special events may run into the evening – Operations Assistants must be available for evening shifts</li> </ul>	

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<b>Position: Driver</b>	
<b>Area:</b> Operations / Hospitality	<b>Location:</b> various
<b>Position duration:</b> Event delivery time (12 Nov – 2 Dec)	
<b>Position overview:</b> assist with the transport of staff, visitors and VIPs to various LWC venues and locations. Cars will be provided through our partnership with Holden. NB. This role does not cover driving on the beach or transport of equipment.	
<b>Key tasks and responsibilities:</b> <ul style="list-style-type: none"> <li>• Driving guests between venues</li> <li>• Checking guest accreditation upon vehicle entry</li> <li>• Maintaining a clean vehicle inside and out</li> <li>• Recording vehicle trips in the vehicle log</li> <li>• Refuelling vehicles as required</li> <li>• Other duties as required</li> </ul>	
<b>Additional person specifications:</b> <ul style="list-style-type: none"> <li>• Experience in customer service</li> <li>• Current and valid South Australian Driver's Licence - Class C</li> <li>• A minimum age of 25 years (for insurance purposes)</li> <li>• A minimum of five (5) years driving experience</li> <li>• A safe driving record, free of convictions for serious driving offences and any Demerit Point/licence suspension/cancellation</li> </ul>	

<b>Position: Marshal</b>	
<b>Area:</b> Operations	<b>Location:</b> Various (SAALC, Glenelg, Equipment Compound)
<b>Position duration:</b> Event delivery time (12 Nov – 2 Dec)	
<b>Position overview:</b> ensuring that competition and back-of-house areas are only accessed by appropriately-accredited persons. Role will change slightly depending on location. Volunteers will be assigned to the same location for the duration of the Championships were possible.	
<b>Key tasks and responsibilities:</b> <ul style="list-style-type: none"> <li>• Assist in managing and maintaining the foot traffic flows, queues, pathways, entrances and exits in a safe and effective manner</li> <li>• Monitor accreditation access points at various venues, and manage accredited access to each zone (media, pool deck, back of house, spectator seating, etc.)</li> <li>• Check participant accreditation passes</li> <li>• Check parking passes and monitor access to workforce-only parking areas</li> <li>• Beach venue: rove the area to ensure the safe and appropriate behaviour of participants, workforce and members of the public.</li> </ul>	
<b>Additional person specifications:</b> <ul style="list-style-type: none"> <li>• Friendly and approachable manner, but able to be firm when required</li> </ul>	

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<b>Position: Car Park Monitor</b>	
<b>Area:</b> Operations	<b>Location:</b> various
<b>Position duration:</b> Event delivery time (12 Nov – 2 Dec)	
<b>Position overview:</b> assist with the policing of cars, visitors and VIPs at various LWC venues and locations, including parking bays alongside Wigley Reserve, Anzac Highway, Glenelg Football Club and SA Aquatic and Leisure Centre. High visibility vests will be provided throughout the event.	
<b>Key tasks and responsibilities:</b> <ul style="list-style-type: none"> <li>• Control of parking spots at various venues and locations</li> <li>• Checking guest accreditation upon vehicle entry</li> <li>• Checking parking permits where required</li> <li>• Maintaining a friendly and professional manner</li> <li>• Other duties as required</li> </ul>	
<b>Additional person specifications:</b> <ul style="list-style-type: none"> <li>• Friendly and approachable manner, but able to be firm when required</li> <li>• Experience in dealing with a wide variety of people</li> <li>• Early starts/late finishes maybe required to accommodate the events</li> </ul>	

<b>Position: Security</b>	
<b>Area:</b> Operations	<b>Location:</b> Various (SAALC, Glenelg, Equipment Compound)
<b>Position duration:</b> Event delivery time (12 Nov – 2 Dec)	
<b>Position overview:</b> ensuring that all events are only accessed by appropriately-accredited persons. Role will change slightly depending on location. Volunteers will be assigned to the same location for the duration of the Championships were possible.	
<b>Key tasks and responsibilities:</b> <ul style="list-style-type: none"> <li>• Assist in managing and maintaining the crowd control at various events over the period of the championships including the opening ceremony</li> <li>• Check participant accreditation passes</li> <li>• Pool/Beach venue: rove the area to ensure the safe and appropriate behaviour of participants, workforce and members of the public.</li> </ul>	
<b>Additional person specifications:</b> <ul style="list-style-type: none"> <li>• Friendly and approachable manner, but able to be firm when required</li> </ul>	

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