

SWIMMING AUSTRALIA VOLUNTEERS – KEY INFORMATION

Swimming Australia is the peak governing body for swimming with nearly 1,000 clubs and 90,000 registered members nationally. Swimming is unique as it is a life-skill, a sport and a recreation.

Our vision is to create a nation of swimmers admired by the world. Striving towards this vision every day through inspiring Australians to be the best swimmer they can be – from grass roots community participation through to elite level swimmers representing our country and themselves on the global stage.

Swimming Australia is grateful for the support of its corporate partners, including Principal Partner Hancock Prospecting and Patron of the Australian Dolphins Swim Team Mrs Gina Rinehart, Broadcast Partner Channel Seven, and Major Partners arena and Sport Australia.

Swimming Australia, in partnership with the Government of Western Australia through Tourism WA is excited to be bringing two Australian Championship events to HBF Stadium this April. These events showcase the country's top and emerging talent as they battle in the pool for the title of Australian Champion.

Volunteering with Swimming Australia is a great way to get hands on in event operations and get up close to the action. You'll create lasting connections, build your knowledge test your skills in a real sport event environment.

Working with sport professionals across event operations, competition management, commercial, media and sport development, there are roles to opportunities to learn across all functional areas of the event.

By volunteering with Swimming Australia, you will receive an exclusive event shirt, accreditation (valid on the sessions you are volunteering), ticket giveaways, meal voucher for each shift and a written letter of reference.

In an Olympic year, all eyes are on our sport as we build towards the selection trials for Tokyo 2020. It's an exciting time to join us and contribute towards the success of these events.

KEY DATES

10 February - 20 March	Application Period & Introduction Calls
20 March	Applications Close
23 March	Roster Distribution (via email)
1 April	Final Changes Deadline
4 April	Volunteer Information Session @ HBF Stadium (Time TBA) - COMPULSORY
5 – 6 April	Australian Age Championships – Pre-Meet Training
7 – 14 April	Australian Age Championships – Competition
15 – 16 April	Australian Swimming Championships – Pre-Meet Training
17 – 21 April	Australian Swimming Championships – Competition

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Event Operations Assistant - Volunteers

Position Description



SUPERVISOR	Swimming Australia Event Coordinator
LOCATION	HBF Stadium 100 Stephenson Ave, Mount Claremont WA 6010
DATES REQUIRED	5 – 14, 17 – 21 April 2020 (1 position – must be available all days)

The 2020 Hancock Prospecting Australian Age Swimming Championships and 2020 Hancock Prospecting Australian Swimming Championships are the country's pinnacle swimming events. Australia's top and emerging talent will hit the pool in April, competing for the title of Australian Champion. Swimming Australia is proud to be heading to Perth's home of swimming, HBF Stadium with the support of the Western Australian Government.

Swimming Australia is seeking a volunteer Event Operations Assistant to join the event team for this event, providing event support to key functional areas.

The primary role of the Event Operations Assistant is to facilitate and lead the volunteer workforce at this event, conducting all on-site briefings, deploying volunteers into their positions and supervising roles as required. The position is the first point of escalation for any issues that arise within the remit of volunteers and reports to the Swimming Australia Event Coordinator responsible for volunteers.

KEY RESPONSIBILITIES

Volunteers:

- Attending the volunteer briefing and meeting volunteers prior to the event.
- Assuming full responsibility for volunteers from event commencement
- Leading the volunteer briefing for each shift (each heats and finals session)
- Providing support to volunteer workforce, ensuring they are comfortable with their roles and are able approach you with any queries/concerns
- Provide appropriate breaks for all volunteer workforce
- Being first point of escalation for any issues within a volunteer's role (access control, ticket scanning, spectator services)

RELATIONSHIPS

- Volunteer workforce
- Swimming Australia event team
- Other Swimming Aus staff as required

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Accreditation & Event Information Attendant Position Description



SUPERVISOR	Event Coordinator & Volunteer Team Leader
LOCATION	HBF Stadium 100 Stephenson Ave, Mount Claremont WA 6010
SHIFTS AVAILABLE	5 – 21 April 2020 (various shift times)

With all major events, every participant needs an accreditation pass. They collect it when they arrive, and maybe they forget to bring it the next morning. This is where you come in! As the conduit between our accreditation procedure and event participants/personnel, you'll be responsible for issuing passes that have been printed pre-event and issuing on-the-spot replacement and late passes. All whilst upholding the integrity of our accreditation procedure, ensuring only those that are eligible to hold accreditation are issued a pass.

This position is based in our accreditation booth, close to the event entry / ticket scanning point. You will have close communication with Swimming Aus staff and our ticketing contractor.

KEY RESPONSIBILITIES

- Distribute accreditation as teams arrive and present to the accreditation booth
- Communicate next steps to recipients – where event entry point is etc.
- Receive requests for new accreditation passes (lost, late etc) and pass on to Event Coordinator
- Communicate with Swimming Aus staff and volunteer workforce on two-way radio with issues
- Provide event information as required to participants and fans who present to booth (event start time etc).
- Issue corporate hospitality passes to attendees and direct on to hospitality space

RELATIONSHIPS

- Volunteer Team Leader
- Swimming Australia events and commercial teams
- Other Swimming Aus staff as required
- Volunteer workforce

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Access Control & Directional Attendant Position Description

SUPERVISOR	Volunteer Team Leader
LOCATION	HBF Stadium 100 Stephenson Ave, Mount Claremont WA 6010
DATES REQUIRED	5 – 21 April 2020 (various shift times)

It's one of the simplest, but most important jobs – checking accreditations to ensure only those with an appropriate pass enter the accredited areas. These areas include the field of play, back of house and athlete warm up spaces.

When you are assigned this role, you will be rotated around all checkpoints during your shift.

KEY RESPONSIBILITIES

- Check accreditation passes of each person accessing the access-controlled space
- Communicate next steps if person does not have accreditation – direct to accreditation booth for troubleshooting
- Provide directional information to any ticket holders who may be lost
- Familiarise yourself with any corporate hospitality events and special passes which might be in play for your shift.

RELATIONSHIPS

- Volunteer Team Leaders
- Swimming Australia events team
- Other Swimming Aus staff as required
- Volunteer workforce

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Field of Play Support Position Description



SUPERVISOR	Volunteer Team Leader
LOCATION	HBF Stadium 100 Stephenson Ave, Mount Claremont WA 6010
DATES REQUIRED	7 – 14, 17 – 21 April 2020 (various shift times)

It's the closest you'll get to the action, right beside the starting platforms. This role is integral to ensuring athletes receive their accreditation after their race and make their way to the ceremony area on time.

Working collaboratively with our Technical Officials and event operations staff, you will receive all the accreditations for each race, which is then laid out on a table for athletes to collect post-race. The role also includes watching the results closely and chaperoning medallists to the ceremony area, all whilst ensuring ASADA reach any athletes they require first.

In the heats sessions, the role involves managing accreditations only, however in finals sessions medal ceremonies are conducted for all races, therefore the role requires managing athletes from the exit area until they reach the medal ceremony area.

If you love the adrenaline rush of live events, this is the perfect position for you.

KEY RESPONSIBILITIES

- Manage athlete accreditations during and post-race, laying them out clearly
- Communicate effectively and concisely with athletes / medalists
- Record results of gold, silver and bronze positions to ensure correct athletes are sent to medal ceremony
- Monitor timeline to ensure athletes make their medal ceremony on time
- Maintain knowledge of medalist whereabouts prior to their ceremony
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RELATIONSHIPS

- Volunteer Team Leader
- Field of play event staff
- Other Swimming Aus staff as required
- Volunteer workforce

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Results Runner Position Description



SUPERVISOR	SA Entries, Records and Results Specialist
LOCATION	HBF Stadium 100 Stephenson Ave, Mount Claremont WA 6010
DATES REQUIRED	7 – 14, 17 – 21 April 2020 (various shift times)

The role of the Results Runner is to post results in pre-defined locations in an efficient manner, as directed by the Swimming Aus Entries, Records and Results Specialist and Technical Officials.

Results are posted to areas in the back of house and front of house areas and must be posted immediately upon results being finalised.

KEY RESPONSIBILITIES

- Post results to pre-defined locations
- Direct all results enquiries to the Swimming Aus Entries, Records and Results Specialist
- Act in an efficient manner

RELATIONSHIPS

- Entries, Records and Results Specialist
- Volunteer Team Leader
- Swimming Australia event team
- Technical Officials
- Other Swimming Aus staff as required
- Volunteer workforce

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Ticket Scanner Position Description

SUPERVISOR	Volunteer Team Leader / Ticketmaster Staff
LOCATION	HBF Stadium 100 Stephenson Ave, Mount Claremont WA 6010
DATES REQUIRED	7 – 14, 17 – 21 April 2020

Welcoming fans and upholding the integrity of our ticketing system – it’s an important job, and you’re the first face our swim fans will see.

Armed with a scanner and friendly manner, you’ll be scanning tickets and sending fans on to our fan engagement and into the stands to watch the action in the pool.

You will work within our front of house team, ensuring your ticket scanning device is working correctly and giving our ticket holders a ‘fan-first’ experience right from the start. The role might also require you to manage crowds and communicate effectively to ensure everyone has their tickets ready for scanning and requires you to be able to troubleshoot and escalate issues should they arise.

KEY RESPONSIBILITIES

- Check the ticket scanning devices prior to opening gates, ensuring that the correct session is enabled
- Welcome fans/ticket holders and scan tickets
- Communicate next steps – to visit fan engagement precinct and directions to seating bays
- Troubleshoot ticket scanning issues with ticketing contractor, and escalate issues as required to Team Leader
- Providing event information as required to ticketholders
- Manage crowds within ticket scanning area

RELATIONSHIPS

- Volunteer Team Leader
- Swimming Australia event team
- Ticketmaster and venue staff
- Other Swimming Aus staff as required
- Volunteer workforce

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Ceremonies Support (Medal Tray Bearing) Position Description



SUPERVISOR	Volunteer Team Leader / SA Event Coordinator
LOCATION	HBF Stadium 100 Stephenson Ave, Mount Claremont WA 6010
DATES REQUIRED	7 – 14, 17 – 21 April 2020

Playing a pivotal role in delivering this competition element, Ceremonies Support assists the event operations team in the delivery of all ceremonies in line with the set procedures, whilst adhering to the event timeline.

You'll ensure that the correct medals are on the medal tray, and act as tray bearer during all medal ceremonies. Also, you'll be keeping track of the winners of each event, ensuring that all athletes arrive and are ready for their presentation. Swimming Australia event staff

This is a great opportunity to get up close to Australia's swimming champions and contribute to the sport presentation element of the event.

KEY RESPONSIBILITIES

- Check medals prior to each ceremony, ensuring the correct medals are being presented
- Act as Medal Tray Bearer for all ceremonies during shift
- Keep track of medal winners as they race

RELATIONSHIPS

- Swimming Australia Event Coordinator
- Swimming Australia event team
- Other Swimming Aus staff as required
- Volunteer workforce

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