



**Role: Workforce Coordinator**

**This is a full-time, fixed term contract from May to 14 October 2022**

**THE EVENT**

The Union Cycliste Internationale (UCI), the international federation for cycling, will host the upcoming UCI Road World Championships in Wollongong, New South Wales (NSW) in September 2022.

The Championships is the pinnacle event in the international road cycling calendar and includes a range of men's and women's individual time trials, mixed team time trials and road races across age groups from junior to elite as well as a mass participation event targeting community participants.

The event was secured as part of the NSW Government's 10 World Cups in 10 Years initiative via a strong partnership between Destination NSW, the lead NSW government agency for tourism and major events, Office of Sport, the lead NSW Government agency for sport and active recreation, Wollongong City Council and AusCycling.

Hosting this event reinforces NSW's status as the perfect stage for international sporting events and will establish Wollongong's position as a globally recognised cycling tourism and major event destination.

The event presents significant size, scale and complexity, and will be one of the biggest international sporting events to be hosted in NSW in the coming years. Set to be held over 8 days in September 2022, Wollongong 2022 Ltd, has been established as the Local Organising Committee (LOC) responsible for the delivery of the event.

Wollongong 2022 will operate a lean and efficient staffing structure employing a core team of major event professionals, expert cycling personnel and contractors of other essential services to ensure value for money and relevant industry expertise.

**BACKGROUND TO THE ROLE**

With less than 6 months to go until the World Championships, project initiation is well underway, and we now seek to appoint a **Workforce Coordinator** to join the team that has experience in delivering a volunteer or workforce program within an event environment or for a major project.

Reporting to the Workforce Manager, you will support the planning, development and implementation of all workforce requirements for Wollongong 2022 including recruitment of volunteers (1,500+), interns, and short-term contract staff.



## WHAT YOU WILL DO

Working closely with the Workforce Manager, you will support the planning, development, and delivery of a volunteer program that aims to excite, engage and be inclusive.

You will be primarily coordinating all workforce scheduling, training, workforce deployment and workforce accommodation project streams, in addition to supporting the volunteer recruitment, rostering, and workforce operations activities, as required.

### Volunteers

- Lead the scheduling process of workforce shifts, working with all FAs to identify shifts for their volunteer and staff event time shifts, and create shifts within Rosterfy
- Team up with the Workforce Manager and work together to develop the workforce training plan. This includes orientation, role specific training and venue specific training – developing templates, training agenda, content, training day logistics and invitation management.
- Work closely with Transport and Sport FAs to develop the workforce deployment plan and schedule for volunteer course marshals.
- Plan out accommodation solutions for select workforce groups at event-time, including compiling the rooming list and communication to workforce members, including managing all accommodation related enquiries.
- Being a super-user of the workforce platform (Rosterfy) that supports the delivery of the Volunteer Program. With a thorough understanding of Rosterfy, you will support the phases of the volunteer journey using the system to screen & select volunteers, and rostering, ensuring accuracy and privacy.
- Actively promote the volunteer program within the community, working closely with various event stakeholders, community groups and volunteer organisations to fulfil recruitment targets, as needed. This may include presenting at stakeholder meetings, attending community events, or local recruitment drives.
- Support communications to volunteers, including overseeing the volunteer email inbox and ensure timely communication to all volunteer-related enquiries.
- During the event, coordinate the Workforce Hub, including check in procedures, deployment activities, supervision of workforce volunteers and other related workforce duties.

### Reporting & General

- Provide reports and updates for management, as required, on status of accommodation, training, and other project deliverables.
- Contribute to the development and implementation of an enjoyable, supportive, values-based culture within the workplace.
- Contribute to post event report and all transfer of knowledge & dissolution activities.

To note: Due to the nature of the role, out of hours and weekend work will be required from time to time, especially during training and event delivery period.



## WHAT YOU WILL BRING

### Experience

- Demonstrated ability and experience in developing and/or delivering a workforce or volunteer program/s, preferably in a large scale or event environment.
- Experience using the workforce management system, Rosterfy (Desirable but not essential)
- Experience in training, scheduling, rostering and managing volunteers.
- Have worked at a major sports event and has a full understanding of the complexity of a major event (highly regarded)

### Knowledge

- Understanding of the Workforce Functional area and all areas that make up a volunteer program.
- Knowledge of the event planning and event project management processes

### Skills

- High level computer skills and are a quick learner to new technologies, systems and information.
- Ability to work effectively in a high-pressure, dynamic project environment, and prioritise tasks to meet daily, weekly and project targets.
- Excellent verbal and written communication skills
- Demonstrated relationship building skills, with the ability to build a team environment that inspires volunteers to feel inspired, motivated, and valued.
- The energy to achieve results and take action to exceed goals and expectations.
- Ability to adapt and respond positively to a variety of situations and people.
- Strong team player, whilst able to work independently both in remote and office settings.
- Impeccable attention to detail and creative in problem solving, including when faced with resource constraints.

## LOCATION

It is expected you will be working from our Wollongong office, unless otherwise agreed, to fulfil the requirements of the role. Flexible working options are negotiable.

## HOW TO APPLY

If this position sounds exciting to you and are what we are looking for, we would love to hear from you!

Please direct any enquiries and submit applications with a cover note and CV to [recruitment@wollongong2022.com.au](mailto:recruitment@wollongong2022.com.au) by **5pm AEDT, Tuesday 24<sup>th</sup> May, 2022.**

We will only be accepting applications that include a CV and a cover letter responding to the selection criteria (*What You Bring* section) of the role.

Any enquiries regarding the role, please feel free to email us on the email provided.