**Team Liaison Officer**

**Position Overview**

Team Liaison Officers will be the primary point of communication between international teams and the tournament. Ideally team liaison officers will be able to speak the language of the teams they are supporting, however an English speaking team manager will accompany most squads.

This is a senior leadership role and previous experience at events and a background in Hockey would be highly advantageous. Successful applicants will be required to be available for all match days in their nominated city.

**Key Responsibilities:**

Acting as the primary link between event management and international teams team liaison officers will be able to answer any questions team managers have during the tournament.

This role will be determined in conjunction by the state hosting body to ensure appropriate personal are appointed.

**Ideal Candidates for this role:**

* Experienced event volunteer or retired professional
* Able to commit significant time during the event
* Knowledge of the sport of Hockey
* Able to speak a secondary language
* Fantastic communicator and listener
* Good general knowledge of their local region
* Comfortable working in large crowds
* Possess a reasonable level of physical fitness (this role will require long periods of standing and walking over several consecutive days)

**Official’s Liaison**

**Position Overview**

Team Liaison Officers will be the primary point of communication between Tournament Officials, the tournament organising committee and FIH representatives. Officials Liaisons will have a background in Hockey Officiating. This is a senior leadership role and previous experience at events and a background in Hockey is essential.

**Key Responsibilities:**

Acting as the primary link between event management, the FIH and tournament officials the Official Liaisons will be integral to the running of the championships. They will be able to answer any event-based questions officials have during the tournament.

This role will be determined in conjunction by the state hosting body to ensure appropriate personal are appointed.

**Ideal Candidates for this role:**

* Qualified Hockey Official
* Experienced event volunteer or retired professional
* Able to commit significant time during the event
* Knowledge of the sport of Hockey
* Fantastic Communicator and listener
* Good general knowledge of their nominated host city
* Comfortable working in large crowds
* Possess a reasonable level of physical fitness (this role will require long periods of standing and walking over a number of consecutive days)

**Ball Patrol Co-ordinator**

**Position Overview**

Co-ordinate the ball patrol squad in your host city, arrange ball patrol rostering and coach of ball patrol during matches. You will be required to watch games, focusing on the performance of ball patrol. Experience is required for this role

**Key Responsibilities:**

The Ball Patrol Co-ordinator will be responsible for liaising with (in person and via email) with the Ball Patrol Squad. Prior to the commencement of the competition the Ball Patrol Co-ordinator will need to organise the ball patrol roster and communicate shifts to relevant ball patrollers. They will also be responsible for managing roster amendments. During the competition the Ball Patrol Co-ordinator will be responsible for overseeing and managing the ball patrollers, monitoring their performance and providing constructive feedback when required.

This position will be appointed in conjunction with the relevant state hockey body to ensure the experience and credentials of the candidate.

**Ideal Candidates for this role:**

* Experienced event volunteer or retired professional
* Able to commit significant time during the event
* Knowledge of the sport of Hockey
* Repour with children and young people
* Fantastic communicator and listener
* Comfortable working in large crowds
* Possess a reasonable level of physical fitness (this role will require long periods of standing and walking over several consecutive days)

**Ticket Scanner**

**Position Overview**

Working with our ticketing provider you will welcome patrons and assist people entering the event by scanning tickets and providing basic venue information

**Key Responsibilities:**

Welcome patrons to the venue, scanning their tickets or directing them to the ticket booth (if required). Ticket Scanners will work the ticket provider. There will receive training on how to use scanning devices. Volunteers will need the ability to work in a fast pace environment, particular at the start of sessions and in the lead up to big games. Volunteers may be asked be asked questions about the tournament and the local area by the public whilst assisting with their ticketing enquiries.

**Ideal Candidates for this role:**

* Friendly communicator
* Ability to stand for long periods of time
* Ability to help patrons with ticketing and general tournament requests
* Able to use ticketing scanners
* Comfortable receiving direction from a third party provider
* Comfortable working in large crowds
* Proactive worker able to get on with a task without much direction
* Strong communication skill and assured in their own abilities.
* Approachable and friendly

**Accreditation Assistant**

**Position Overview**

You will be responsible for supporting the day-to-day operations of the Accreditation Centre, including pass production, pass distribution, customer service and assistance with enquiries

**Key Responsibilities:**

Volunteers will need the ability to work in a fast pace environment, particular in the lead up to matches commencing. Volunteers will be required to help with pass production, answering tournament questions and reprinting or creating accreditations when required. They will need tact and professionalism when assisting dignitaries, teams, officials and VIPs.

**Ideal Candidates for this role:**

* Computer literate
* Comfortable speaking with athletes, media personalities, tournament officials and other professionals associated with the tournament
* Friendly with good communication skills
* Problem solving abilities
* Approachable and friendly

**Crowd Control Assistant**

**Position Overview**

Responsible for ensuring that only accredited and appropriately ticketed individuals gain access to certain parts of the venue. Crowd Control Assistants will have good local knowledge and confidence to engage with the public and tournament delegates

**Key Responsibilities:**

Crowd Control Assistants will be required to greet and engage patrons around the event site. Spectator service volunteers will be able to provide information about the event itself and knowledge about the local area. For example transport options, closest amenities. They will also assist patrons with seating, directing them to relevant areas and disallowing entry for those without the appropriate tickets.

**Ideal Candidates for this role:**

* People with high energy and strong communication skills
* Have local knowledge of transport system and local area
* Can stand or remain in the same area for extended periods of time
* Approachable and friendly
* Able to commit significant time during the event
* Comfortable working in large crowds

**Mascot**

**Position Overview**

Dress up as the Australian team mascots- Flick the Hockeyroo and Swoop the Kookaburra- interact with fans, participate in activations and help create memories for our audiences

**Key Responsibilities:**

Engage with the audience playing, dancing and posing for photos with Hockey Fans. You may be required to participate in half time activations.

**Ideal Candidates for this role:**

* Enthusiastic and energetic
* Comfortable with children
* Approachable and open to being physical embraced
* Able to stand and walk around for extended periods

**Activation Zone Supervisor**

**Position Overview**

Join our Hookin2Hockey Zone, supervising kids and families playing hockey in our inflatable pitch area.

**Key Responsibilities:**

Ensure that the public activation zone remains and fun, safe, family friendly environment. Oversee children in the interactive inflatable zone, ensuring they are safe with sticks, balls, the inflatable and other participants. Supervise all active in the activation zone.

**Ideal Candidates for this role:**

* Enthusiastic and energetic
* Comfortable with children, including verbal instruction
* Able to stand and walk around for extended periods
* Strong communication
* Approachable and friendly
* Have good local knowledge and knowledge of the venue

**Sports Presentation**

**Position Overview**

Working with our sports presentation partner *Glue Content* you will engage the audience with interesting and exciting crowd-activations during game fixtures

**Key Responsibilities:**

Working with Glue Content you will help animate half time entertainment, field and crowd activations. You will have the confidence to work front of the crowd in an unpredictable environment. You will follow the direction of Glue Content staff, but have the aptitude to act with limited supervision.

**Ideal Candidates for this role:**

* Enthusiastic and energetic
* Comfortable with children
* Able to stand and walk around for extended periods
* Have the ability respond quickly as situations evolve
* Strong communication
* Approachable and friendly
* Comfortable receiving instruction from a third party

**Event Operations**

**Position Overview**

Assist prior and post event with general bump in and bump out duties such as setting up marquees, packing/unpacking equipment, the set-up of venue signage, fencing installation and other manual duties as directed at event time

**Key Responsibilities:**

Assist with the set up and overlay of the venue in the days prior to competition. This will include dressing the venue, hanging signage, scrim, barriers and genal ‘bump in’. Post tournament volunteers will have disassembled the venue and pack equipment ready for shipment.

It will be a physically taxing role and volunteers will require reasonable fitness and strength. They must be comfortable working outside for extended periods.

**Ideal Candidates for this role:**

* Proactive worker able to get on with a task without much direction
* Strong communication skill and assured in their own abilities.
* Approachable and friendly
* Ability to stand for long periods of time
* Willingness to try new things
* Adaptable
* Technology savvy
* Physical strength
* Possess a reasonable level of physical fitness (this role may require long periods of standing and walking over several consecutive days)

**Digital Production**

**Position Overview**

Gain valuable experience in the sports media space by assisting our digital team with content capture, video creation and distribution across a range of social media platforms for the Kookaburras and Hockeyroos

**Key Responsibilities:**

Help the Hockey Australia Digital Communications Coordinator develop content to be shared online. Work in the media zone and chronical games as they take place.

As this is a specialist role applicant’s will be contacted by Hockey Australia prior to commencing the role to ensure their eligibility.

**Ideal Candidates for this role:**

* Recent university graduates or final year students of journalism, media and communication or broadcast degrees
* People with a strong interest or experience in the media and media operations
* Technologically savvy
* Ability to work quickly and effectively in a ‘live’ environment
* Strong communication skill and assured in their own abilities
* Approachable and friendly
* Comfortable working in large crowds
* Possess a reasonable level of physical fitness (this role may require long periods of standing and walking over a number of consecutive days)

**Media Journalists**

**Position Overview**

This unique opportunity will give you a firsthand insight into the world of professional sport. Work with Hockey Australia’s media team to interview professional athletes and coaches and produce high quality written content, content for hockey.org.au and wider distribution

**Key Responsibilities:**

Work with the Hockey Australia Media Manger to develop written content of Pro League Hockey Games. You will work closely with print, online and broadcast media outlets. Actual tasks will be dictated on the day by the Media Manager, however may include:

* Supervising the tournament media centre
* Ensuring photographers and journalists stay on the media tribune
* Assisting at press conferences
* Interviewing players and coaching staff
* Content writing
* Ensure broadcast delivery.
* Manning the media helpdesk
* Adhoc administrate tasks

As this is a specialist role applicant’s will be contacted by Hockey Australia prior to commencing the role to ensure their eligibility.

**Ideal Candidates for this role:**

* Recent university graduates or final year students of journalism, media and communication or broadcast degrees
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* Comfortable working in large crowds
* Possess a reasonable level of physical fitness (this role may require long periods of standing and walking over a number of consecutive days)