

WORKFORCE VOLUNTEER POSITIONS

Overview

The Workforce function is critical to ensuring the successful delivery of RWC 2011. A highly motivated and effective workforce delivers a successful and memorable tournament. The Workforce volunteer positions will provide support to all staff, volunteers and contractors that make up the entire RWC 2011 workforce. The roles support the efficient running of Workforce check-in and break areas, assisting with scheduling and communications and ensuring the proper care and treatment of all workforce.

ROLE	OVERVIEW	REQUIREMENTS/PROFILE
Workforce Squad	<p>The Workforce Squad will provide support to the RWC 2011 team, ensuring efficient running of Workforce check-in and break areas, as well as providing communications assistance as required.</p> <p>Duties include:</p> <ul style="list-style-type: none"> workforce check-in operations manage the workforce break areas assist with cloak room duties assist with scheduling changes administrative support as required create welcoming workforce areas, including assistance with writing daily newsletters and other communication mechanisms overall motivation of workforce other duties as required 	<ul style="list-style-type: none"> Experience in human resources will be an asset but not essential Strong customer service skills Computer literacy Excellent interpersonal and communication skills Flexible approach Good organisational skills
Spectator Services Squad	<p>Located in official RWC 2011 operational areas providing support to ensure the successful delivery of tournament and city activity. The role is diverse and requires flexibility in approach and a can do attitude.</p> <p>Duties include:</p> <ul style="list-style-type: none"> spectator marshalling ushering, guidance to seats information / lost and found provision of general operational support to RWC 2011 activity and operational areas as required movement and distribution of equipment/supplies other duties as required 	<ul style="list-style-type: none"> Experience in a customer service role would be an asset but not essential Strong interpersonal and communication skills Flexible approach Good organisational skills Drivers licence Role may involve manual lifting of heavy items