

CAMPWEST 2020

EVENT MANAGEMENT TEAM

JOB DESCRIPTION



Position: Manager Information Hub

Reports to: Deputy Chief Director (Operations)

Reports: Nil.

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- Position Objective:** – Responsible for timely responses to requests for information from event participants, parents and Leaders.
- Specific Duties:**
- Respond to enquiries from participants in a timely manner using an online help desk.
 - Allocate enquires to other members of the Event Management Team, as necessary.
 - Produce a Leader Information Handbook.
 - Produce a site map.
 - Manage radio communications onsite.
 - Coordinate an onsite information point that is the first point of call for all enquiries from participants.
 - Contribute to the Campwest Risk Management Plan.
- Key Performance Indicators:**
- Ensure all volunteers have the information they need prior to the event.
 - Risk assessments submitted to Manager Risk at least 10 weeks prior to event.
- Skills, Experience and Attitudes:**
- Highly organised person who can meet deadlines.
 - Availability and commitment to the time required to deliver the duties outlined in this role description.
 - Flexibility in approach and an ability to work under pressure is essential.
- Time Commitment:**
- 1 hour per week for remainder of 2019
 - 2-3 hours per week during 2020 in the lead up to the event