

# **Crankworx Rotorua Job Description**

## **Crankworx Rotorua 2023 Volunteer Manager**

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### **OUR VISION:**

To be the soul and bring the fire for the ultimate mountain bike experience - in Rotorua, Aotearoa and beyond.

### **OUR MISSION:**

Deliver event experiences that transcend sport and engage our people in a culture that they fall in love with.

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### **THE GIG:**

The Volunteer Manager is responsible for the planning, development and execution of the Volunteer Programme for Crankworx Rotorua. Volunteers are fundamental to the success of the event and due to the sheer volume of the group and the requirements of the multiple facets they cover at the event, the Volunteer Manager requires strong organisational skills, excellent people management and excellent communication skills.

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### **KEY TASKS/DELIVERABLES:**

#### **Pre-Event:**

- Creating a volunteer plan with scheduled shifts and required number of volunteers based on the maser event schedule (with the assistance of the LOC).
- Understand and learn the functions of the Crankworx volunteer management software.
- Load the volunteer schedule and relevant job descriptions onto the volunteer management software.
- Preparing volunteer registrations to go "live" by a set date.
- Updating the following documents:
  - Information for the website
  - Volunteer information booklets
  - Volunteer Operations Plan.
- Constructing a roster for event week which includes yourself and 2 volunteer assistants (1 paid + 1 volunteer).
- Attend and contribute to any volunteer management software meetings.
- Plan the welcoming function/briefing and volunteer party.
- Coordinate the volunteer prizes with the Awards Coordinator.
- Work with Crankworx Management on the set up and design of the Volunteer Centre.

#### **During Event:**

- Liaise closely with the LOC to ensure that volunteers experience a seamless handover of the volunteer to their line managers.
- Coordinate the volunteer leads to collect their volunteers each day at check in.
- Ensure all managers that oversee volunteers receive a thorough briefing in preparation for managing their team of volunteers. The purpose of this is to ensure that all leads know what the Volunteer Manager has told the volunteers in their communications. The impression for volunteers should be that all Crankworx Rotorua personnel are giving them consistent messages.
- Be responsible for adjusting volunteer schedules (when required) and communicating with Managers and volunteers as needed in a timely manner.
- Overseeing the setup and breakdown of the volunteer tents at Crankworx Rotorua across all event sites.
- Ensure that if volunteers are scheduled to check in for a shift, that someone is there to meet them.

#### **Post-Event:**

- Create a post-event survey for volunteers to fill out post event to collect information from their volunteer experience.
  - Provide feedback including suggestions and improvements and areas of concern for future iterations of the event
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### **DESIRED SKILLS AND EXPERIENCE:**

- Exceptional administrative and communication skills.

- Technical expertise around the use of IT systems to deliver a world class volunteer program.
  - A passion for being part of a wider team.
  - A strong desire to deliver an awesome event experience.
  - A passion for people and patience for everyone.
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**START DATE/POSITION STATUS:**

This is a role we are expecting this role to start December 2022 (or sooner).

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**COMPENSATION:**

To be negotiated based on the start date of the individual.

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**PLACE OF WORK:**

Rotorua, New Zealand

In the initial lead up to the event delivery window, you may be required to work within the Crankworx Rotorua office at Te Puia or remotely (provided you are able to make yourself available for all team/project meetings). During the event delivery window, you will primarily be required to work onsite, this will either be in the Whakarewarewa Forest or at Skyline Rotorua.

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**REPORTS TO:**

Aiyana Grigsby – Crankworx Rotorua Projects and Logistics Manager