# Role Description

## Venue Marshal / Game Day Official

*Note: The detail contained within this role description is indicative only and should be used as such by clubs to adapt to their needs.*

|  |
| --- |
| **ROLE INFORMATION** |
| **Purpose**  | The role of the Venue Marshal / Game Day Official is to ensure a welcoming, safe and positive environment and experience for all members, participants and spectators. Venue Marshals / Game Day Officials are responsible for coordinating the efficient running of games and overall quality management of the day as well monitoring, reporting and helping to resolve off-field inappropriate, unethical or discriminatory behavior. |
| **Responsibilities**  | Primary responsibilities for the role of the Venue Marshal / Game Day Official include:* Ensure the match day environment is welcoming, safe and positive for all members, participants and spectators by:
	+ Completing Venue Marshal Checklist at the start of each day;
	+ Welcoming opposition members and match officials;
	+ Maintaining match day schedule.
* Monitor and report off-field inappropriate, unethical or discriminatory behavior as outlined in the Code of Conduct, Member Protection and Child-Safe policies of the club by:
	+ Recognising and resolving instances of inappropriate, unethical or discriminatory behavior;
	+ Using appropriate incident recording and reporting processes.
* Support match official/s as required by:
	+ Assisting with off-field duties as directed or requested;
	+ Recognising and seeking to resolve conflict when it arises.
* Supporting first-aid officer as directed or requested.
 |
| **People Management**  | The Venue Marshal / Game Day Official is responsible for welcoming, orienting and assisting opposition members and match officials to feel welcome and safe at the club. |
| **Budget Management**  | Nil |
| Note: Add any additional information/requirements specific to the role that needs to brought to the reader’s attention. * This position requires a clearance/s to work with children which is an essential component of this role and therefore to continuing employment.
* The ordinary working hours for the club can include duty on weekends and evenings.
* The successful candidate for this role will be subject to a National Police Criminal History Check prior to appointment.
 |

|  |
| --- |
| **EXPERIENCE AND CAPABILITIES** |
| **Qualifications and Experience** | Venue Marshal / Game Day Official’s must have the skills to deal with difficult situations.It is preferable that a successful candidate complete Play by the Rules online training in:* Child Protection,
* Harassment and Discrimination and,
* Complaint Handling.
 |
| **Knowledge and Skills**  | * Strong understanding and working knowledge of the club’s Code of Conduct, Member Protection and Child Safe policies.
* Strong communication and interpersonal skills.
* Experience and confidence with conflict resolution.
* Dedicated club person and good role model that leads by example.
 |