# 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.*

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| **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. | |

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| **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. |