

POSITION DESCRIPTION

Overview	
Title	Volunteer Program Coordinator
Department	People Operations
Location	Sydney (Head Office) / NSW
Reports To	GM Workforce and Volunteering
Work Type	Full-Time Fixed Term Contract
Hours/Days Per Week	37.5

Accountability	
Number of direct reports	0
Number of indirect reports	Volunteers
Budget responsibility in \$ (State whether prime, shared or contributory responsibility)	

About Us
The Asian Football Confederation (AFC) has awarded Football Australia hosting rights for the 2026 edition of the AFC Women's Asian Cup™. Having co-hosted the best-ever edition of the FIFA Women's World Cup™ in 2023, Australia will host the Continent's premier women's national team for a second time in history having also staged the 2006 edition of the AFC Women's Asian Cup™. This prestigious event will bring together 12 nations in a tournament structured into three groups of four. Following the resounding success of last year's FIFA Women's World Cup™, Football Australia, its stakeholders and partners are eager to create another tournament that celebrates women's football, delivers legacy outcomes for football and Australian society more broadly. A Local Organising Committee (LOC) has been established for the sole purpose of delivering the 2026 edition of the AFC Women's Asian Cup™ in Australia.

Our Culture & Values
AFC Women's Asian Cup is built on a foundation of inclusivity, respect, and unity, with a rich representation of both First Nations people and the diverse multicultural football community we proudly serve. We are united in our mission to deliver exceptional experiences for players, fans, and all those who are part of our journey. As one team, our strength lies in the trust we place in one another and the broader football family. Excellence drives everything we do, as we strive to create lasting opportunities that contribute to our Legacy 26 and elevate the global game. We strive to achieve this by embodying our core company values, which include: 1. Inclusive 2. United 3. Trust 4. Excellence 5. Agility

Background & Purpose of the Role
The Workforce and Volunteering Program Area is responsible for planning and managing the tournament human capital for the delivery of AFC 2026, where Volunteers play a crucial role and are one of the biggest groups in the tournament workforce. The Volunteer Coordinator is responsible for developing and coordinating systems that support the recruitment, training, uniform, engagement, and retention of volunteers. This role is critical in ensuring an effective and rewarding volunteer experience through strong communication, engagement strategies, and process. The Volunteer Coordinator will work closely with various program areas to align volunteer participation on the tournament and will champion a positive and inclusive volunteer culture. This is a fixed term contract-based role.
Role Responsibilities
System Development & Process Improvement - Design and implement efficient volunteer management systems to streamline registration, interview, assignments, scheduling, uniform and operations. - Develop and maintain a database for volunteer records, ensuring compliance with relevant policies and best practices. - Continuously evaluate and refine volunteer engagement processes to enhance efficiency and effectiveness. Volunteer Recruitment & Engagement - Develop and execute targeted recruitment strategies to attract a diverse pool of volunteers. - Create volunteer role descriptions that align with organizational, and program's needs. - Coordinate volunteer orientation, training, and ongoing development opportunities. - Facilitate meaningful recognition initiatives to appreciate and retain volunteers. Communication & Relationship Management - Serve as the primary point of contact for volunteers, providing regular updates, guidance, and support. - Develop and maintain clear communication channels, including newsletters, emails, social media, and a volunteer portal. - Organise and facilitate volunteer meetings, appreciation events, and feedback sessions. - Collaborate with internal teams to ensure volunteers are effectively integrated into programs areas. Monitoring & Reporting - Track volunteer engagement metrics and generate reports to assess program success. - Gather and analyse volunteer feedback to drive continuous improvement. - Ensure compliance with legal, safety, and ethical standards in volunteer management.
Role Outcomes/ Deliverables
- Development and implementation of a structured volunteer management system that enhances efficiency and focus on the volunteer experience from registration to certificates. - Deliver volunteer recruitment strategy through effective engagement strategies. - Successful assign and offer volunteers for the required roles. - Successful execution of volunteer training programs. - Clear and consistent communication with volunteers through multiple channels. - Accurate and timely reporting on volunteer program metrics and impact. - Strengthened relationships between volunteers and organizational departments, fostering collaboration and inclusion.
Major Interactions

• Broader Football Australia and WAC26 functions • Several Volunteer Organizations • Cultural Groups and Football Clubs	
Knowledge, Skills, And Experience	
Essential	• Experience in event volunteer management • Strong organizational and project management skills with the ability to develop systems and processes • Excellent written and verbal communication skills, with a focus on engaging diverse audiences • Proficiency in volunteer management software, databases, and digital communication tools • Ability to work collaboratively across teams and build positive relationships with program areas and volunteers • Passion for community service, volunteerism and sports
Desirable	• Knowledge of best practices in volunteer engagement and retention • Experience in system such as Rosterfy, Wiz-team, Atos or any other event workforce management system • Familiarity with communication tools to create engaging communications with volunteers
Qualifications	
Desirable	• Degree in Event or Sports Management, IT, Engineering, or Communications.
Unique Criteria	
The following selected items identify the requirements of the role; ☒ Out of hours and weekend work ☒ Intra and/ or Interstate travel ☐ International Travel ☐ Significant periods of work away from home ☒ Significant Responsibilities – This does not contain a comprehensive listing of responsibilities, activities and duties that are required of the incumbent. These may change from time to time at the discretion and needs of the manager/organisation	
Additional Requirements	
To comply with our organisational policies and/ or national and state legislation, the following selected items are requirements of the role; ☒ National Police Check ☒ International Criminal History Record for each country (other than Australia) in which you have resided for 12 months or more in the last 10 years (if applicable) ☒ Full working rights in Australia ☒ Working with children check (paid/ employee) or state- based equivalent ☒ Working with children check (volunteer) or state- based equivalent (volunteer roles only)	