



## VOLUNTEER POSITION DESCRIPTION

### COMPETITOR RELATIONS OFFICER (CRO)

**Minimum Time Commitment:** 20 - 30 October 2021 (TBC – This will vary depending on allocated location)

**Outline of Role:**

The Competitor Relations Officer (CRO) is the point of contact between the Team Manager (at the control stop) and the Clerk of the Course (based in Adelaide).

While the Bridgestone World Solar Challenge is not a race, it's a highly competitive event for participants who have spent two years preparing.

At control stops, teams want to report actions of other teams, clarify a regulation, lodge protests and other matters.

The CRO is the person with whom the Team Manager (often with limited English and his entire team standing behind them) is to talk to and agree the action and outcome.

The CRO is supported by the Clerk of Course (CoC) (Adelaide based) and systems are in place for managing communication between the CRO and CoC..

The earlier control stops are more prone to more teams arriving at the same time. Closer to Adelaide the teams become more spread out. There may be two CROs at earlier control stops.

**Points of note:**

Locations & Durations

Katherine	Duration: 1 day + travel
Daly Waters	Duration: 2 days + travel
Tennant Creek	Duration: 2 days + travel
Barrow Creek	Duration: 2 days + travel
Alice Springs	Duration: 2 days + travel
Kulgera	Duration: 2 days + travel
Cooper Pedy	Duration: 2 days + travel
Glendambo	Duration: 3 days + travel
Port Augusta	Duration: 3 days + travel

**Desirable Attributes:**

- The capacity to stay calm in a hot, windy environment when confronted by numerous teams all wanting to discuss an issue.
- The ability to follow procedures and clearly communicate to international teams what is happening and why.
- A willingness to show empathy and latitude to assist teams in having an enjoyable journey to Adelaide. It is a challenge and there are 'winners' – but the journey is just as important and the CRO needs to walk that fine line of enforcing regulations and guiding teams.

### **Reporting Structure:**

Whilst the Competitor Relations Officer reports to the Clerk of Course in Mission Control (Adelaide) or Deputy Clerk of Course should the Clerk of Course not be available, they are also required to keep their Control Stop Manager informed.

### **Benefits:**

- Event credential
- Event Uniform – shirt & bucket hat
- Training and material required to complete role
- Accommodation at required event locations
- Invitation to Bridgestone World Solar Challenge Awards Ceremony

### **Organisational Contribution / Safety Awareness**

#### **Your Commitment**

As a volunteer you are with us because you want to be on this great adventure and you are in full control of your availability. We ask that you think carefully before committing your time, and provide sufficient notice if you are unable to deliver your commitment. Volunteers are expected to be reliable and available to perform their allotted tasks.

Whilst during the event your commitment may be considerable, please take time to rest and take breaks.

On the road, the Bridgestone World Solar Challenge is represented by all of the on road volunteers, so we have high expectations of you and expect you to behave in a professional manner at all times.

You are;

- A representative of the event
- A judge of fact – what that means is that your recorded observations can be used by the Stewards as evidence of what happened (from your perspective).
- Asked to record honestly the actions and incidents of the team.
- Required to maintain the official records of the teams progress on behalf of the organiser.

To do this you need to:

1. Observe
2. Be attentive

Depending on your role, notes you will be required to keep may include;

1. Your period of duty – record start, stop, distance run, handover etc.
2. Your location – reference from the left hand column of the route notes
3. Timekeeping – outside of control stops this is the Team Manager's responsibility  
Your responsibility is to observe and record!
4. Overnight impound of battery packs – ensuring the team does the work, your job is to observe.
5. Record driver's details, ballast, safety issues, on road incidents etc.

All volunteers need to consistently record these items so that the Event Officials, Stewards, Clerk of the Course, Scientific Faculty, Event Organiser or any entity legally required to access can review your records and understand what was happening at the time.