

Position Title	Airport Liaison Officer
Volunteer Unit	Team Liaisons
Reports to	TLO Manager
Position Type	Team Support
Dates Required	Orientation Evening: Wednesday 4 December 2019, 6.00pm - 8.00pm
Days/Times are TBC closer to the date	Team Arrivals & Tournament Week: January 17 – 24, 2020
	Tournament Day One: Saturday 25 January 2020, 7.00am – 10pm
	Tournament Day Two: Sunday 26 January 2020, 7.00am – 10pm
	Team Departures: January 27, 2020

HSBC New Zealand Sevens 2020

The 2020 HSBC New Zealand Sevens will be hosted at FMG Stadium Waikato during Auckland Anniversary weekend (25th – 26th January) and features a new exciting tournament format with 16 Men's and 12 Women's teams.

Primary Purpose

The Airport Liaison Officer is responsible for ensuring all Airport processes, that impact the touring teams in the Tournament, proceed as smoothly as possible and all issues related to Airport operations are resolved effectively.

Key Tasks

- Liaise with Airport Staff, Airport Security, the Tournament Office, Team Liaisons, and Team Management to ensure that the team have a smooth arrival and departure within Auckland International airport
- Good understanding of all Tournament travel arrangements (arrivals and departures) supplied by the Tournament Director
- Liaise with Team Liaison, Referee Liaison and VIP Liaison Officers to facilitate the meet and greet of the visiting teams, Match Officials, World Rugby and VIPs at the Airport upon arrival and departure
- Facilitate the movement of team luggage from/to airport and hotel
- Arrange parking for team vans and luggage vehicles during arrival and departures
- Ensure that the arrival and departure processes minimise wait times
- Arrange Airport events (welcome ceremony on arrival and or lounge area on departure) if required
- Arrange submission of travel documentation as required
- Identify and report issues and incidents to the Team Liaison Manager as soon as practically possible

Health and Safety

- Takes personal responsibility for keeping self free from harm
- Follows safe working procedures
- Reports incidents promptly
- Reports hazards promptly and suggests appropriate remedies
- Knows what to do in the event of an emergency
- Co-operates in implementing rehabilitation plan
- Ensures all hazards are promptly assessed for their significance, and managed

Key Relationships

Internal

- Team Liaison Manager
- All TLO, RLO, VIPO volunteers
- Tournament Director
- Team Services Manager
- Other Tournament Management

External

- Teams
- Match Officials
- World Rugby / VIPs
- Auckland Airport
- Freight (luggage) company
- Travel company

Person Specification

Experience

- Logistics experience
- Good understanding of Airport logistics
- Good understanding of what is required for international arrivals and departures (visa's etc.)

Skills

- Attention to detail
- Excellent communication skills
- Problem solving and adaptability
- Time management skills
- Ability to work as part of a team
- Full current Driving Licence (Car class 1)
- Confidence to safely drive a 12-seater vehicle
- 25 years or over
- Ability to undertake tasks involving heavy lifting
- Approachable and friendly
- Trustworthy

Competencies and Attributes

- A structured, organised and proactive “can do” approach
- Positive and enthusiastic
- Strong problem solving skills
- Demonstrates commitment to the organisation and overall tournament.
- Able to build successful working relationships at all levels of an organisation
- Able to work to and meet deadlines and able to reprioritise as necessary
- A willingness to take ownership and be held accountable
- Able to self-manage
- Able to work with a diverse management team
- Able to communicate with all levels of an organisation