

Position Title	Spectator Services Assistant (x10)
Volunteer Unit	Family Zone
Reports to	Tournament HQ Coordinator
Position Type	Fan Interaction
Dates Required	Orientation Evening: Friday 18 January 2019, 5.30pm – 7.00pm
Times are TBC	Tournament Day One: Saturday 26 January 2019, 8.00am – 10pm
closer to the date	Tournament Day Two: Sunday 27 January 2019, 8.00am – 10pm

HSBC New Zealand Sevens 2019

New Zealand Rugby has a desire to make the 2019 HSBC NZ Sevens the greatest New Zealand Sevens event ever!

Primary Purpose

The Spectator Services Assistant is responsible for providing general and tournament related assistance to the general public.

Key Tasks

- Provide knowledgeable, friendly and helpful assistance and information for our patrons visiting the Family Zone.
- Assisting with activities in the Family Zone
- Ensuring the smooth flow of patrons accessing the Family Zone
- Answering patron's questions related to the event
- Provide directional assistance regarding venue facilities
- To assist in the orderly and safe conduct of patrons attending the event

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

Key Relationships

Internal

- Tournament HQ Co-ordinator
- Volunteer Manager
- Other volunteers
- Tournament Management

External

- Patrons
- Stadium Security

Person Specification

Experience

- Good understanding of Events
- Good understanding of positive customer service experience

Skills

- Ability to work effectively as a member of a team
- Reasonable level of fitness as you are walking / on your feet all day
- Flexible and adaptable to varying tasks and changing requirements of the area
- Time management skills

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