

Position Title	Spectator Services Assistant
Volunteer Unit	Family Zone
Reports to	HQ Team Leader
Position Type	Fan Interaction
Dates Required	Orientation Briefing: Saturday 18 January 2020, 10.00am – 12.00pm
Times are TBC	Tournament Day One: Saturday 25 January 2020, 7.30am – 10pm
closer to the date	Tournament Day Two: Sunday 26 January 2020, 7.30am – 10pm

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 Spectator Services Assistant team are 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 Mill Street and Willoughby Park fun zones (briefing information and training will be provided)
- Ensuring the smooth flow of patrons accessing FMG Stadium Waikato
- 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