

<b>Position Title</b>	Team Liaison Manager
<b>Volunteer Unit</b>	Team Liaisons
<b>Reports to</b>	Tournament and Team Services Manager
<b>Position Type</b>	Team Support
<b>Dates Required</b> Times are TBC closer to the date	Orientation Evening: Wednesday 5 December 2018, 5.30pm – 7.00pm Team Arrivals & Tournament Week: January 16 - 25 2019 Tournament Day One: Saturday 26 January 2019, 8.00am – 10pm Tournament Day Two: Sunday 27 January 2019, 9.00am – 10pm Team Departures: January 28 2019

### 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 TLO Manager is responsible for coordinating TLOs, ATLOs, VIP LO, RLO, Airport LO in the lead up to and during the tournament and ensuring that all team's needs are addressed and met throughout the duration of the tournament.

Note: the term "Team(s)" relates to Teams, Match Officials, and VIPs

#### Key Tasks

- Oversee Liaison Officers and ensure that they are addressing their team's needs throughout the duration of the tournament
- Be the primary point of contact during tournament for all Liaison Officers
- Co-ordinate team arrivals and departures in conjunction with the Airport LO
- Meet and greet the visiting teams, Match Officials, World Rugby and VIPs, upon arrival
- Co-ordinate all Tournament documentation as requested by the Tournament and Team Services Manager
- Co-ordinate all Team supplies such as beverages, ice etc, ensuring stock levels are maintained during Tournament week
- Co-ordinate the overall training venue, gyms, and pools schedules for all Teams, in conjunction with the Tournament and Team Services Manager, during Tournament week
- Have a good understanding of all visiting team's needs both preceding and during the tournament
- Identify and escalate issues and incidents to the Tournament and Team Services Manager as soon as possible

#### Health and Safety

##### For Self

- 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

##### For the Team

- Ensures workforce are informed of Health and Safety requirements in the workplace
- Ensures the prompt and accurate reporting, recording and investigation of all workplace incidents and injuries
- Ensures all hazards are promptly assessed for their significance, and managed

#### Key Relationships

##### Internal

- Tournament and Team Services Manager
- Tournament Management
- Liaison Officers

##### External

- Teams
- Match Officials
- World Rugby / VIPs
- Team hotel

#### Person Specification

##### Experience

- Previous experience as Team Liaison Officer, Team Manager or similar, at a major tournament/event
- Experience in the customer service industry
- Knowledge of the rugby environment and requirements of a tournament

##### Skills

- Attention to detail
- Excellent communication skills
- Problem solving and adaptability
- Time management skills
- Ability to work as part of a team

### **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