

Position Title	Team Liaison Officer (x 16)
Volunteer Unit	Team Liaisons
Reports to	TLO Manager
Position Type	Team Support
Dates Required Times are TBC closer to the date	TLO Meeting: Wednesday 13 th December 2017, 6pm to 8pm Orientation Evening: Wednesday 24 th January 2018, 5.30pm – 8pm Tournament Week: January 29 – February 5th 2018 - Times as per respective team arrival to Auckland airport and team departure; Available for team requirements throughout week and tournament

HSBC New Zealand Sevens 2018

New Zealand Rugby has a desire to make the 2018 HSBC NZ Sevens the greatest New Zealand Sevens event ever!

Primary Purpose

Team Liaison Officers are responsible for assisting Teams & Team Management both preceding and during their stay in Wellington. Each Team is allocated 2 Team Liaison Officers for the duration of their stay.

Key Tasks

- Liaise with the TLO Manager ahead of time. Introduce yourself and ensure you are up to speed on all aspects of your Team's needs during their stay.
- Liaise with Team Liaison Officer, Airport to meet and greet allocated Teams
- Liaise with the TLO Manager to arrange meal times at hotel
- Administer all Tournament documentation, such a squad lists etc.
- Administer all supplies for Teams, such as training equipment, water, sunblock, etc.
- Assist with hotel meeting room bookings if required
- Liaise with TLO Manager on medical, physio and other treatments for players as required
- Driver for the Team for trainings, to and from the Stadium, and any other requests they have
- Be available all hours of the day/night to assist as required
- Assist with activities that Teams may wish to take part in, including social and leisure activities
- Liaise with TLO Manager as to what they expect of you come Tournament days
- Liaise with the Rugby Operations Manager on training venue details and schedules
- Coordinate an interpreter if necessary
- Ensure any extra personal expenses the Team may incur within the hotel are settled prior to check out by Team Manager
- Liaise with the co-TLO to ensure you are both across all information
- Assist Teams with physical labour such as setting up training equipment, water, etc.
- Attend a daily TLO Manager's meeting – there will be 2 time options

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

- TLO Manager
- TLO Airport
- TLO VIP
- Accreditation Manager
- Tournament Management

External

- Hotel staff
- Travel company
- World Rugby
- Suppliers
- Local restaurants / activities

Person Specification

Experience

- Good knowledge of Hamilton and its surrounding areas, and route to/from Auckland Airport
- Good understanding of sporting environment
- Experience in a Team Liaison role

Skills

- Excellent communication skills
- Flexible approach to adapt to last minute changes
- 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
- Time management skills
- Problem solving and adaptability
- Ability to work as part of a team
- 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

Unique Criteria

- The role involves weekend work and extended working hours during the week depending on Team movements
- TLOs will be responsible for the Team Vehicles at all times during the week
- Must be available to attend Liaison Officer briefing at the Orientation evening
- All information must be kept confidential and only reported back to Tournament Management or the TLO Manager