

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	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 Times as per respective team arrival to Auckland airport and team departure; Available for team requirements throughout week and tournament

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

Team Liaison Officers are responsible for assisting Teams & Team Management both preceding and during their stay in Hamilton. Each Team is allocated 1 x Team Liaison Officer (TLO) and 1 x Assistant Team Liaison Manager (ATLO) for the duration of their stay. TLOs are to work closely with their ATLO.

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.
- TLO is to be the primary point of contact with the Team Manager
- Liaise with your ATLO to determine specific roles in the lead up to and during the tournament
- Liaise with Airport Liaison Officer to facilitate the meet and greet of Teams at the airport.
- Liaise with the TLO Manager to arrange meal times at hotel
- Administer all Tournament documentation (squad lists etc) as requested by TLO Manager or Team Manager
- Assist Teams with physical labour such moving luggage, training equipment, beverages, ice etc
- Administer and provide 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 to/from airports, trainings, 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 and Team Manager as to what they expect of you during Tournament days
- Liaise with the TLO 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 ATLO to ensure you are both across all information
- Attend the daily TLO Manager's meeting

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
- Assistant Team Liaison Officer
- Airport LO
- VIP LO
- 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 or Team Manager 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
- Responsible for providing their own accommodation in Hamilton for the duration of the role
- Must be able to provide own transport to get to/from Hamilton prior to collecting minivan and after returning minivan