

Position Title	Team Liaison Officer
Volunteer Unit	Team Liaisons
Reports to	TLO Manager
Position Type	Team Support
Dates Required Times are TBC closer to the date	Orientation Evening: Wednesday 4 December 2019, 6.00pm – 8.00pm Team Arrivals & Tournament Week: January 17 - 24 2020 Tournament Day One: Saturday 25 January 2020, 7.00am – 10pm Tournament Day Two: Sunday 26 January 2020, 7.00am – 10pm Team Departures: January 27 2020 Times as per respective team arrival to Auckland airport and team departure; Available for team requirements throughout week and tournament

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

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
- Must be 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