

Position Title	VIP Hosting Assistant
Volunteer Unit	Commercial
Reports to	Workforce Manager
Position Type	Lounge Host
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 VIP Hosting Assistant is responsible for providing general and tournament related assistance to the the NZR staff hosting guests in the VIP Lounge

Key Tasks

- Provide knowledgeable, friendly and helpful assistance and information for our patrons
- Meeting and greeting guests, direct guests to their tables
- Assisting NZ Rugby staff in the lounge activities throughout the tournament
- 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

- VIP guests and patrons
- Stadium Food and Beverage staff
- Stadium Security

Person Specification

Experience

- Good understanding of Events and Hospitality
- 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