

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

The VIP Liaison Officer is responsible for assisting VIPs and other guests of the Tournament, provide transport to and from the Airport, the Stadium and to functions where required.

Key Tasks

- Liaise with TLO Manager ahead of time, introduce yourself and ensure you are up to speed with all aspects and requirements of the Tournament week and Tournament days
- Meet and greet all VIPs on arrival at Auckland and/or Hamilton Airport
- Assist all VIP guests from arrival to departure with transportation
- Assist with coordinating all VIP functions
- Assist with Tournament administration as required
- Source interpreter if required
- Driver for VIPs to/from airports, all functions, and the Stadium on Tournament days and any other requests they have (via TLO Manager)

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
- Airport Liaison Officer
- VIP Manager
- Tournament Management

External

- VIPS
- Hotel Staff
- World Rugby
- Suppliers

Person Specification

Experience

- Strong knowledge of Hamilton and its surrounding suburbs
- Good understanding of sporting environment
- Experience in a Team Liaison role

Skills

- Strong 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
- Working as a part of a team
- Approachable, friendly and 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
- VIP LO will be responsible for the VIP Vehicle 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