

Position Title	Volunteer Assistant
Volunteer Unit	Volunteers
Reports to	Workforce Manager
Position Type	Behind the Scenes
Dates Required Times are TBC closer to the date	Team Leader Orientation: Tuesday 4 December 2018, 3.00pm – 8.00pm Orientation Evening: Friday 18 January 2019, 3.00pm – 8.00pm Tournament Week: part time hours Monday 21 January – Friday 25 January 2019 Tournament Day One: Saturday 26 January 2019, 8.00am – 10pm Tournament Day Two: Sunday 27 January 2019, 8.00am – 10pm Pack Out: Monday 28 January

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

The Volunteer Assistant is responsible for assisting the Workforce Manager on Tournament days and the weeks leading up to the Tournament.

Key Tasks

- Assists the Workforce Manager with the following leading up to Tournament
 - Uniform sorting and packing
 - Volunteer Orientation evening
 - Uniform collection week leading up to Tournament
 - Pack in and Pack out of Stadium in week of Tournament and post-Tournament
- Assists the Workforce Manager on Tournament days
 - Lead Volunteer Check-In
 - Radio distribution and ensuring everyone is on the right channels
 - Assisting volunteers with general information on Tournament day questions
 - Assist the other public facing Team Leaders when required
 - Being a point of contact for Volunteers to help with questions/issues

Health and Safety

For Self

- 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

For the Team

- Ensures staff are informed of Health and Safety requirements in the workplace
- Ensures the prompt and accurate reporting, recording and investigation of all workplace incidents and injuries
- Ensures all hazards are promptly assessed for their significance, and managed

Key Relationships

Internal

- Workforce Manager
- Rugby Operations Manager
- All volunteers
- Tournament management

External

- Stadium Staff & Contractors
- Stadium Security: Red Badge
- Other external parties

Person Specification

Experience

- Event management within the sporting industry
- Working in large crowds
- Working with people

Skills

- Great communication skills
- Friendly and kind manner
- Ability to deal with difficult situations and make high level decisions
- Organisational skills
- Adaptable to flexible working hours and new situations

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