

# POSITION DESCRIPTION

**TITLE:** Team Liaison Officer - Volunteer  
**DEPARTMENT:** ARU Operations  
**LOCATION:** Team hotel, Training Venues and Tournament Venue – Adelaide Oval  
**REPORTS TO:** Operations Coordinator  
**START DATE:** Monday, 28 March, 2011  
**END DATE:** Monday, 4 April, 2011  
(if applicable)

---

## Purpose of Role

The Team Liaison Officer is a volunteer position. The main purpose of this role is to ensure that the touring teams participation in the Tournament proceeds as smoothly as possible and to problem solve all issues related to their participation in the tournament.

This role will involve a high level of communication between both teams and tournament organisers. Successful communication in this role will ensure that issues are either minimised and/or quickly resolved.

## Key Areas of Responsibility

- Thorough understanding of all travel and accommodation arrangements determined by the organisers including contingency planning
- Assist in the meet and greet process at the airport upon team arrival
- Ensure familiarity with rooming lists, team and meeting rooms, Tournament Office and Team Dining Room
- Ensure any extra personal expenses the team may incur within the hotel are settled prior to check out by Team Manager
- Ensure arrangements for team laundry/towels are satisfied within budget
- Under instruction from the Team Manager, organise medical, physio and other treatments for players as required
- Confirm training venue details and schedules in conjunction with the Operations Coordinator
- Assist in the coordination of social and leisure activities for the team as requested
- Thorough knowledge of all match day procedures and venue requirements
- Assist with submission of tournament administration as required
- Provide interpretation skills if necessary
- Drive members of the team in the team vehicle as required

## Key Outcomes

- Teams will be provided with the necessary support through the arrangements made by the Liaison Officer.
- All travel and accommodation needs to operate successfully
- Run sheet timings are met
- Teams' training, transport and leisure activities requirements are met

## Knowledge, Skills and Behaviour Required

- Strong knowledge of Adelaide and surrounds
- Extensive knowledge of the rugby needs to be provided to a National representative Sevens team
- Strong understanding of the professional needs of teams
- Strong and well considered communication skills
- Available to provide expert assistance to the Team Manager throughout the Tournament
- Ability to anticipate the needs of the team in the city by planning thoroughly and ensuring arrangements are in place prior to the teams' arrival in the city
- Possess a flexible approach as the requirements of a team may change from day to day
- Conversational ability in the language of the team (desired, but not required)
- Driving Licence (Car class - C). Confidence to safely drive a 12-seater vehicle and must of 25 years or over
- Ability to undertake tasks involving heavy lifting
- Personal mobile phone required



### Major interactions

- Teams and Team Manager.
- Operational Functional Areas
- Tournament Office Assistants and Hotel Staff

### Unique Criteria

- The position will involve weekend work and extended working hours during the week depending on team movements
- The position will be required to live in with the team at the team hotel – sharing with another Team Liaison Officer for the duration of the tournament. All accommodation costs will be covered by the Tournament organisers during the period
- Team Liaison Officers will be responsible for the team vehicle at all times during the week
- Team Liaison Officers must be prepared to work in change room areas of teams as required
- Attendance at Liaison Officer Training to be undertaken late March 2011
- Team Liaison Officers will be provided with a daily per diem to cover mobile phone calls, uniform (items and quantities TBC) and 2 General Admission tickets to each day of competition.
- Meals and drinks will be provided during the week at the team hotel and on each day of competition as applicable

