

Western Force – Operations

Job Description

Job Title Team Liaison Officer (TLO) - Voluntary Role	
Direct Report Match Manager / Event & Operations Team	
Functional Relationships Internal <ul style="list-style-type: none"> ▪ Match Manager ▪ Western Force Events & Operations ▪ High Performance Manager ▪ Logistics Coordinator 	External <ul style="list-style-type: none"> ▪ Visiting SRP Teams
PURPOSE OF THE POSITION The Western Force looks to provide one liaison officer to each visiting Super Rugby Pacific team for the duration of their visit to provide liaison/communication between the Host Union and the visiting team.	
Key Roles and Responsibilities <ol style="list-style-type: none"> 1. Establish contact with the Visiting Team manager at least 2 weeks prior to their arrival. 2. Maintain regular contact with the Team Manager up until their arrival, and then on a daily basis during their stay. 3. To be familiar with the Visiting Team's touring arrangements before the Team's arrival, including all travel and accommodation arrangements. 4. Assist in the meet and greet process at airports upon Team arrival. 5. Ensure ground transport is confirmed (including Team bus, minivans, and luggage truck). 6. Ensure familiarity with rooming lists, Team and meeting rooms (including set-up) and areas for meals within the hotels (check all in readiness prior to team arrival), at request of the visiting team. 7. Assist the Team manager, if required, in coordinating the laundry needs of the Team throughout their stay. 8. Confirm training venue(s), gym and pool details and schedules in conjunction with the Host Union/Franchise. Check all in readiness prior to Team arrival. 9. Have a thorough knowledge of all match day procedures and venue requirements, and to assist where required on match day (including changing room catering and laundry). 10. To assist with the movement of any baggage as requested by the Visiting Team. 11. Assist in the coordination of social and leisure activities for the Visiting Team, as requested. 12. To meet the daily needs of the Visiting Team via the Team Manager, as they may arise. 13. Be seated on match day with the visiting team (or easy access) or within the ticket allocation of the visiting team. 	

KEY SKILLS & COMPETENCIES:

Technical Skills and Knowledge

- Previous experience in semi-professional or professional sport and a demonstrated understanding of this environment is highly desirable.
- Connections in the Rugby community are highly advantageous
- Current valid drivers licence

Behavioural Competencies

- Positive can do attitude
- Proactive nature and approach to work
- Excellent time management and organisational skills

Communication and Teamwork

- An ability to work autonomously, but equally as well as part of a Team
- Exhibit outstanding interpersonal skills, with the ability to forge relationships at all levels, internally and externally.
- Excellent communication skills both verbally and written
- Excellent presentation skills

Decision Making and Judgement

- Ability to multitask and manage multiple projects and priorities at once
- Ability to maintain a high level of strict confidentiality
- The ability to handle sensitive information in a confidential manner