

VIP PROGRAMME VOLUNTEER POSITIONS

Overview

The VIP Programme for RWC 2011 will be an all encompassing, integrated programme including guests from international rugby playing nations, visiting Heads of State and New Zealand shareholders and stakeholders. The VIP programme will manage all the logistics for VIPs around the tournament including booking and managing all flights, accommodation, ground transfers, luggage management, gifts etc. The programme will be delivered to the highest international standards, meeting IRB expectations, and showcasing standards of New Zealand hospitality and hosting excellence, whilst maintaining financial and operational controls. A uniquely New Zealand, yet global experience.

The programme will incorporate both match day and non-match day events. Each match venue has a designated VIP seating area with associated indoor area for pre-match and post-match functions. On non-match days, a number of IRB events are being held around the tournament. These are focused predominantly on the final week where there are a number of related events and activities.

ROLE	OVERVIEW	REQUIREMENTS/PROFILE
VIP Airport Host	<p>Located at airports across New Zealand, the VIP Airport Hosts will be the first 'face' of the tournament for VIPs. They will provide assistance with arrivals and departures.</p> <p>Duties include:</p> <ul style="list-style-type: none"> working with key airport personnel to ensure coordination of a seamless and smooth arrival, luggage collection and hand over to transport staff other duties as required 	<ul style="list-style-type: none"> Ability to work with a team Excellent people skills, ability to interact professionally with a variety of people and requests Flexible approach Excellent organisational skills Strong customer service skills Problem solving ability Awareness of confidentiality, discreet and observant Ability to cope effectively under pressure Good sense of humour and high energy levels

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ROLE	OVERVIEW	REQUIREMENTS/PROFILE
<p>VIP Administrator</p>	<p>Located in Auckland at the Main Operations Centre for the tournament.</p> <p>Duties include:</p> <ul style="list-style-type: none"> • production of daily room drop material, detailed notes etc • use of Desk Top Publishing • assistance with producing name and seat labels • assistance with producing the final seating plans for match day and non match day hosting • other duties as required 	<ul style="list-style-type: none"> • Previous experience in an Administration role • Attention to detail • Desk Top Publishing ability • Ability to write in Calligraphy • Ability to work with a team • Excellent people skills, ability to interact professionally with a variety of people and requests • Flexible approach • Excellent organisational skills • Problem solving ability • Awareness of confidentiality, discreet and observant

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ROLE	OVERVIEW	REQUIREMENTS/PROFILE
<p>RWC Club Host</p>	<p>This role will be based at the RWC Club in Auckland. The RWC Club will be open between 14 – 24 October and will provide a location for a very limited number of guests to use for hosting and private meetings.</p> <p>Duties include:</p> <ul style="list-style-type: none"> • answering enquiries and providing assistance as required • managing access to the RWC Club • other duties as required 	<ul style="list-style-type: none"> • Strong Hospitality background • Ability to work with a team • Excellent people skills, ability to interact professionally with a variety of people and requests • Flexible approach • Excellent organisational skills • Problem solving ability • Awareness of confidentiality, discreet and observant
<p>VIP Non-Match Day Host</p>	<p>Based predominantly at the Main Operations Centre in Auckland, this role will assist the delivery of non-match day events for VIPs.</p> <p>Duties include:</p> <ul style="list-style-type: none"> • assisting with final details around non-match day events such as functions, dinners etc • ensuring the logistics of non-match day hosting activities are undertaken on time and accurately • other duties as required 	<ul style="list-style-type: none"> • Ability to work with a team • Excellent people skills, ability to interact professionally with a variety of people and requests • Flexible approach • Strong customer service skills • Excellent organisational skills • Problem solving ability • Awareness of confidentiality, discreet and observant • Ability to cope effectively under pressure • Good sense of humour and high energy levels

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ROLE	OVERVIEW	REQUIREMENTS/PROFILE
<p>VIP Match Day Host</p>	<p>This role will assist with hosting responsibilities for match day events for VIPs.</p> <p>Duties include:</p> <ul style="list-style-type: none"> • assisting the Match Day Host Team Leader and VIP Venue Manager to ensure that the venue is perfectly prepared. • meeting guests in designated places • escorting and assisting guests with movement to and from the venue • hosting in VIP Lounge pre and post match • ensuring the logistics of match day hosting activities are undertaken on time and accurately • other duties as required 	<ul style="list-style-type: none"> • Ability to work with a team • Excellent people skills, ability to interact professionally with a variety of people and requests • Flexible approach • Excellent organisational skills • Strong customer service skills • Problem solving ability • Awareness of confidentiality, discreet and observant • Ability to cope effectively under pressure • Good sense of humour and high energy levels