



Touch NZ National Events Team Volunteer Job Description

Overview

As a member of the Touch NZ National Event team, you will play a key role in ensuring the smooth operation of our events. Your responsibilities will include setting up and packing down event grounds daily, as well as supporting the creation and maintenance of a fun and safe environment for all participants. This position offers a rewarding opportunity to give back, engage with local communities, and gain valuable insight into the inner workings of the sports and events industries.

Responsible to:

Event Manager

Responsibilities and duties:

Event Setup and Breakdown:

- Assist with the setup of event grounds, including fields, marquees, equipment, and signage.
- Ensure all event spaces are organised, clean, and ready for use before the event starts each day.
- Perform pack down of event infrastructure at the end of each day and/or event.

Safety and Compliance:

- Monitor and enforce safety protocols as needed to ensure a secure environment for all attendees and staff.
- Report any safety hazards around grounds or incidents/injuries to the event manager and first responders/physios promptly as required.

Customer and Community Engagement (AWHI Approach):

- Interact with event participants and attendees in a friendly and professional manner.
- Provide information and support to help enhance the overall event experience for guests.
- Help create and maintain positive and supportive environment using AWHI approach as one of the tools (part of training prior to event)

Event Operations Support:

- Assist with coordinating various event activations and tasks as directed by event manager, and/or Event team leaders
- Help manage and distribute event information and supplies as needed.

Problem-Solving and Troubleshooting:

- Use Customer Service skills to address any issues or challenges that arise during the event and work towards effective solutions.
- Communicate with team members to resolve any operational problems promptly.
- Escalate any issues to Event management as needed

Team Collaboration:

- Work closely with other team members to ensure smooth coordination and execution of event duties.
- Participate in team meetings, briefings and training to stay informed about event plans and updates.
- To represent Touch New Zealand as part of the wider team professionally at all times

Estimated time commitment:

- Approx. 6:30am to 1pm and/or 12pm-6:30pm pm and/or full day 6:30am-6:30pm on event days
- Attend 1 hour online meeting a week prior to event - general catch up and some training.
- Lunch and snacks will be provided on all event days

Uniform:

Touch NZ shirt (will be gifted), plain black bottoms (no branding), comfortable closed toe shoes

Work Area:

On Event sites (depending on which event/s able to attend/work)

- 2024 Bunnings NZSS National Touch Championship – Rotorua International Stadium, Rotorua – 6-8th December 2024
- 2025 Bunnings Youth National Touch Championship – Pulman Park, Auckland – 7th-9th February 2025
- 2025 Bunnings Open National Touch Championship - Pulman Park, Auckland – 28th Feb – 2nd March 2025
- 2025 Bunnings Masters National Touch Championship – Nga Puna Wai Sports Complex, Christchurch – 13th-15th March 2025