



POSITION OVERVIEW

CATERING PROJECT COORDINATOR

OVERVIEW

Rugby World Cup is the third largest sports event in the world. The inaugural tournament took place in 1987 and it is held every four years. In 2007 the tournament was held in France and enjoyed a cumulative worldwide audience of over three billion.

Rugby World Cup 2011 (RWC 2011) will take place in New Zealand over a seven week window in September and October 2011 with the Final held at Eden Park on Labour Day weekend 22-23 October, 2011.

The New Zealand Rugby Union (NZRU) was selected as the Host Union for RWC 2011 by the International Rugby Board (IRB) Council in November 2005. Rugby New Zealand 2011 Limited (RNZ 2011) was established in June 2006 and is the organisation responsible for the planning and delivery of RWC 2011 in New Zealand on behalf of its shareholders, the NZRU and the New Zealand Government.

In order to manage Rugby World Cup Tournaments, the IRB has created a separate entity, Rugby World Cup Limited (RWCL). RWCL is responsible for the following tournaments: Rugby World Cup, Women's Rugby World Cup, Rugby World Cup Sevens for both men and women, and the qualification events for these tournaments. RWCL has a separate governance structure including decision making authority over all aspects of the Rugby World Cup except for the selection of the Host Union which is decided by the IRB Council.

The Tournament format for 2011 was reaffirmed on Friday 30 November, 2007 at a meeting of the IRB Council, which had undertaken a review of the format, including the number of participating teams. RWCL has announced that 20 teams will participate in the finals of RWC 2011 and the number of automatic qualifiers has increased from eight to 12 based on their standings from RWC 2007. The 12 teams who automatically qualified for RWC 2011 are South Africa, England, Argentina, France, Australia, New Zealand, Scotland, Fiji, Wales, Ireland, Tonga and Italy.

As part of its "Stadium of Four Million" promise, RNZ 2011 is working with regions and communities throughout New Zealand to play host to the 20 teams. Thirteen venues have been chosen to host pool matches. The semi-finals, Bronze Final (play-off for third and fourth place) and the Final will be held in Auckland, with Wellington and Christchurch each hosting two quarter-final matches. The team bases were confirmed

toward the end of 2009, with 23 cities and towns due to host teams over the course of the Tournament.

RNZ 2011 staff numbers presently stand at approximately 75, located at the RNZ 2011 business premises in Wellington. While the final staffing structure has not yet been confirmed, RNZ 2011 anticipates a phased recruitment build-up with a final phase over the 12 months leading into the Tournament. As a guide only, RWC 2007 held in France, had around 160 full-time staff with more than 100 coming on-board during 2006/07.

RNZ 2011 now requires a **Catering Project Coordinator**, a unique opportunity to be part of the team that will shape and deliver New Zealand's largest ever sporting event.

THE ROLE

As part of RWC 2011, RNZ 2011 holds the in-stadia catering rights with direct responsibility for Tournament catering service delivery which includes the right to appoint caterers at all venues. Reporting to the Hospitality and Logistics Manager, the Catering Project Coordinator will be a part of the catering team that will play a crucial role in ensuring the effective and efficient delivery of catering services to the Tournament.

Initially the Catering Project Coordinator will be responsible for assisting with the development of the catering operational delivery plan. This will include the coordination of catering for Teams, Workforce and Volunteers in addition to a focus on public retail and logistics.

Come Tournament time this role will take specific responsibility for all aspects of catering delivery at nominated venues including monitoring appointed caterer delivery standards, financial reporting and hands on problem solving.

It is important that the successful candidate has extensive experience in event catering or multi site food and beverage operations, preferably with a focus on retail. Proven project management experience is essential as are strong administrative and Microsoft Office skills.

This is a chance to be involved with one of the largest sporting events that New Zealand will ever see. If you have what it takes, we would like to hear from you.

Key Results Areas:

	Expected Performance Outcomes:
Catering overlay, policy, procedures, equipment	Assist with the delivery of effective catering services including: <ul style="list-style-type: none">• Coordination of the development and approval of catering policy and procedures• assistance with scoping of catering requirements for both internal and external stakeholders• coordination of catering overlay requirements including equipment, signage, utilities and placement of overlay into venue drawings

	<ul style="list-style-type: none"> • coordination of meetings with venues to facilitate catering logistics • assistance with the development of retail food and beverage product alongside the appointed caterers, IMG and RWCL • coordination of retail venue tours and workshops • coordination of the catering offer for volunteers and workforce
Catering and Hospitality Documentation	<p>Coordinate the operational documentation required for the project, caterers and related suppliers, including:</p> <ul style="list-style-type: none"> • service and quality standards for matches • catering operations manuals • menu scoping • obligatory catering costing • catering orders • policies and procedures • vouchers and VIK stock management • catering volunteer training
Catering delivery	<p>Ensure the operational delivery of catering strategy at designated venues at Tournament time including;</p> <ul style="list-style-type: none"> • on site monitoring of appointed caterer delivery and KPIs • daily catering reporting during Tournament time • active operational problem solving • effective and timely communication of risks and issues to the duty Tournament Catering Manager or Hospitality and Logistics Manager as appropriate • liaising with appointed caterers, internal venue functional managers and external stakeholders to ensure effective catering service delivery
Communication	<p>Support and assist strategies that facilitate internal and external communication as required, including:</p> <ul style="list-style-type: none"> • communication between internal and external stakeholders • catering workshops and briefings • communication of catering policies and procedures • coordination of Tournament functional catering requirements • communication with sponsors and official suppliers • other communication as required
Project Management Coordination and Reporting	<p>Assist with the effective coordination of the project management process and provide timely reporting to the Hospitality and Logistics Manager, highlighting any potential risks to the programme as appropriate, including:</p> <ul style="list-style-type: none"> • delivery of key programme tasks and milestones • dependant stakeholder deliverables • maintaining the internal project management tool – iTools
General	<ul style="list-style-type: none"> • Support the delivery of an excellent catering service to the Tournament by providing high quality customer service to all parties, internal and external • Undertake other duties/projects as determined by the Hospitality and Logistics Manager to meet organisation objectives

Reporting Relationships:

This job reports to: Hospitality and Logistics Manager

This job's direct reports are: No direct reports

Key Relationships will include:

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|-----------------|---|
| Internal | <ul style="list-style-type: none">▪ Accreditation▪ Match Services▪ Team Services▪ Logistics▪ Volunteers▪ Finance |
| External | <ul style="list-style-type: none">▪ Commercial Caterers▪ IMG▪ Provincial Unions▪ Stadia and Venues▪ Suppliers |

Attributes, Qualifications and Experiences considered desirable for the role:

The following is a list of desirable attributes, qualifications, skills and experiences:

Qualifications and Experience	<ul style="list-style-type: none">• Significant experience working in the catering industry with a preference towards stadium or large scale retail catering operations• Advanced knowledge of Microsoft Project, Excel, Word and PowerPoint• Experience in working with a large network of business or supplier relationships• Project management understanding• Confident on email systems and good working knowledge of internet and other forms of technology
Personal Attributes	<ul style="list-style-type: none">• Excellent people skills, able to adopt a variety of approaches to interact professionally with a variety of people and requests• Excellent organisational skills, able to juggle conflicting priorities professionally and cope effectively under pressure• Ability to work well within a team and build successful working relationships• Strong customer service orientation• Willingness to take ownership and be held accountable• Ability to be an independent-thinker and contribute to the decision-making process• Excellent communication skills, written and oral• Good sense of humour and high energy levels• Good initiative and flexibility

	<ul style="list-style-type: none"> • Sound business acumen • Ability to resolve problems with minimum impact • Awareness of confidential nature of material • Willingness to go the extra mile when required
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Start Date:

It is envisaged the successful candidate will commence in Wellington during October 2010. At the time of applying candidates are invited to indicate their required notice period and earliest commencement date.

Remuneration:

The remuneration package will be structured to attract high quality candidates.

At the time of applying candidates are invited to indicate their current remuneration package and remuneration expectations.

Relocation:

No relocation costs will apply to this position.

Annual Leave:

The successful candidate will be entitled to four weeks annual leave on pay and consistent with the statutory entitlements under the Holidays Act 2003.

Please note that applicants must be legally entitled to work in New Zealand.

IMPORTANT INFORMATION FOR CANDIDATES – KEY DATES:

RNZ 2011 Limited intends to commence the screening and interview process immediately after applications open. Please note if you are intending to apply please do so as soon as possible rather than waiting until the close date.

The schedule below is an indication only, with RNZ 2011 reserving the right to amend if necessary:

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|-------------------------|---|
| 25 August 2010 | - Position opens |
| 5 September 2010 | - Position closes |
| Late September | - Selection interviews |
| Late October | - Start date (subject to notice & availability) |

Applications:

Expressions of interest should be forwarded by **5pm, Sunday 5 September 2010** to RNZ 2011 Limited, preferably with a short letter of introduction and an accompanying CV of no more than 6 pages, merged as one file. Candidates should also complete and attach the ***Rugby New Zealand 2011 Expression of Interest Form*** that is located on RNZ 2011's website.

This information should be sent electronically to recruitment@rugbynz2011.com with the subject identifier of the email to be formatted as follows:
100825 - <<Your Name>>

Enquiries:

In the first instance general enquiries should be directed to Jane Cleaver, Human Resources Coordinator, on +64 4 816 1228 or via recruitment@rugbynz2011.com

All enquiries and applications will be treated in confidence.