

## Services Facilitator 2IC

### Job Purpose

The Services Facilitator 2IC is responsible for working with the Services Facilitator to ensure that the Team Leads for Gate, Greeters, Parking, Ticketing, and Traffic teams are able to successfully achieve their operational goals for the Kiwiburn event each year. This role supports the Services Facilitator to efficiently transition our wonderful community from the default world onto the paddock each year.

### Key Responsibilities

#### Services leadership support

- Assist the Services Facilitator in providing leadership and guidance to the Services department teams.
- Deputise for the Services Facilitator in their Kiwiburn Executive Committee (ExCom) duties if/when required (for example, due to absence).
- Support annual department planning and Kiwiburn event planning.
- Deliver projects on behalf of the Services Facilitator to help improve Kiwiburn and the experience of our volunteers and our community.
- Ensure that the Services department has accessible and up to date policies and processes in place, and support other crew members to navigate these as required.
- Maintain communication and information sharing throughout your department, according to Kiwiburn's [Organisational Structure](#).
- Provide feedback to the Services Facilitator and the Kiwiburn Executive Committee (ExCom) as appropriate.
- Gather information and provide advice to the Services Facilitator to inform decision making.
- Maintain external communications and manage enquiries via assigned email addresses.
- Support the onboarding of new members into the Services department alongside the Volunteer team.
- Help to create a collaborative, engaging and inclusive team ethos where people are inspired to contribute and make a difference for the Kiwiburn community.
- Support Services Team Leads in achieving their goals for the annual Kiwiburn event.
- Keep in regular contact with Team Leads in your department to coach, mentor and assist them to remove roadblocks.
- Support the writing and collation of the annual Afterburn report for the Services department.

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## ExCom duties

The 2IC is expected to act in a manner fitting of an Kiwiburn Executive Committee (ExCom) member, as per the [Memorandum of Understanding](#). **At times, the 2IC will be required to stand in for the Facilitator in the delivery of their ExCom responsibilities.** These are:

- Be an active member of the ExCom, collaborating to provide strategic and key decision making for Kiwiburn, and representing the voice of your Team Leads and community.
- As part of ExCom, manage and direct the operation of Kiwiburn Incorporated Society and the annual Kiwiburn event.
- Participate in ExCom online discussion groups and attend online meetings.
- Contribute to courageous discussions at ExCom level to drive change.

## Working Relationships

- Services Facilitator & ExCom
- Gate, Greeters, Parking, Ticketing, Traffic Team Leads
- MPW, IT, Theme Camps, Arts Departments

## Time Commitment

- **Year round average:** 2 - 8 hours per week. From September - January this increases to 5 - 10 hours per week, and February - April (post-event) drops to 2 - 5 hours per week.
- **On site:** May be required to lead Services teams onsite roles as a delegate for the Facilitator - to be discussed prior to each annual event.

## Necessary Qualities, Knowledge and Experience

- Strong people and operational leadership skills.
- Strong communication skills, especially in an online environment.
- Ability to work collaboratively in a team with integrity and respect.
- Experience in building relationships to achieve shared outcomes.
- Project and time management skills, with ability to deliver to deadlines.
- Familiarity with the various Kiwiburn teams and their functions.
- Desire to serve the burner community.
- Flexibility and adaptability in a potentially fast changing environment.
- Comfortable learning/using software with regular access to a computer and internet

## Desirable Qualities, Knowledge and Experience

- Prior leadership position within the Kiwiburn organisation preferred but determined on a case by case basis.
- Project management experience.
- Previous experience managing a team of people with different workloads and priorities.
- Experience as a Team Lead for one or more of the teams in the Services department.
- Understanding of Te Tiriti o Waitangi (Treaty of Waitangi). Please refer to the [Memorandum of Understanding](#) for more information.