

Revision date: August 2023

Black Sheep Rangers - Lead Operations

Job purpose

Rangers mediate and help to resolve situations and conflict, serve as the “eyes and ears” of the festival, and support and work alongside the core crew for Kiwiburn.

The Ranger Lead Operations is responsible for the on-site functions of the Rangers. Duties include:

- Setting up and maintaining HQ
- Translating pre-event prep (such as shift scheduling) into on-the-ground functions
- Ensuring that Shift Leads have the support they need
- Coordinating shifts
- Ensuring continuity between shifts and escalating issues where necessary
- Problem solving (e.g. no-shows for shifts or unexpected issues)
- Budgeting and compliance with the budgeted activities

Key Responsibilities

- Act in a manner fitting of a Kiwiburn member, as per the [Memorandum of Understanding](#).
- Maintain communication and information sharing according to Kiwiburn’s [Organisational Structure](#).
- Support the core operations of Kiwiburn
- Conflict resolution
- Providing onsite support to Rangers crew including Shift Leads and on-call Support
- Pack in and pack out HQ

Performance Objectives

- Attend a 2.5 hour training session (one of two training sessions held on Tues 23rd or Thurs 25th)
- Organise Shift Lead and 24-hr Support meeting session
- Ensure that handover is completed between shifts and no issues “fall through the cracks”
- Support Shift Leads and Rangers as necessary

Working Relationships

- Safety Facilitator (Senior)
- Event Manager (Senior)
- Site Manager (Senior)
- Ranger Leads Communication (Senior)
- Ranger Lead Training (Senior)
- Ranger Shift Lead (Senior)
- Medics (Peers)
- Security (Peers)
- Participants (Responsible for)

Who to Contact for Support

This role is responsible for the on-the-ground functions of Rangers. Pre-event admin will be handled by the Communications Lead and training will be handled by the Training Lead. You will have a 2ic in the form of the previous Ranger Lead who is happy to keep oversight on the service and help you through any sticky spots.

Your Department Facilitator is your main contact for support and asking questions in relation to your volunteering role. They are available to help you solve any problems that you may have. Of course, if you feel uncomfortable talking with them, our Crew Support team or our Volunteer Lead are here to help!

Being a part of Kiwiburn can be challenging at times. There can be many pressures and things to manage, and sometimes it can all become a bit overwhelming. So, to help you out and provide emotional support, our Crew Support is available to talk all year round as you need (crewsupport@kiwiburn.com).

If your work load or role does become a little challenging to manage on your own, please do reach out for support. Your efforts are greatly appreciated and we want to support you in the best way possible!

Time Commitment

- **Pre-Event:** 8-10 hours for training and prep work
- **Event period:** up to 24 hours across the festival

Necessary Qualities, Knowledge and Experience

- Understanding of Burner Culture / Principles
- Previous experience as a Ranger
- Able to move across changing terrain for 4 hours with relative consistency (note: with each shift there is an office-based role which will suit people with mobility challenges)
- Strong understanding of Consent

Desirable Qualities, Knowledge and Experience

- Conflict resolution / mediation / peer support
- First Aid training
- Understanding of Te Tiriti o Waitangi (Treaty of Waitangi). Please review the [Memorandum of Understanding](#) for more information.