

Events Centre Coordinator

Part one: Job description

Job title:	Events Centre Coordinator	Location:	Carterton
Status:	Permanent – 30 hours	Effective:	October 2021
Team:	Community Services and Facilities		

1. Role of the Community Services Team

Community Services oversees the library, Information Centre and Events Centre, as well as community development including arts and culture, sales and marketing, economic development, emergency management, waste minimisation, community funding, youth development and civic ceremonies.

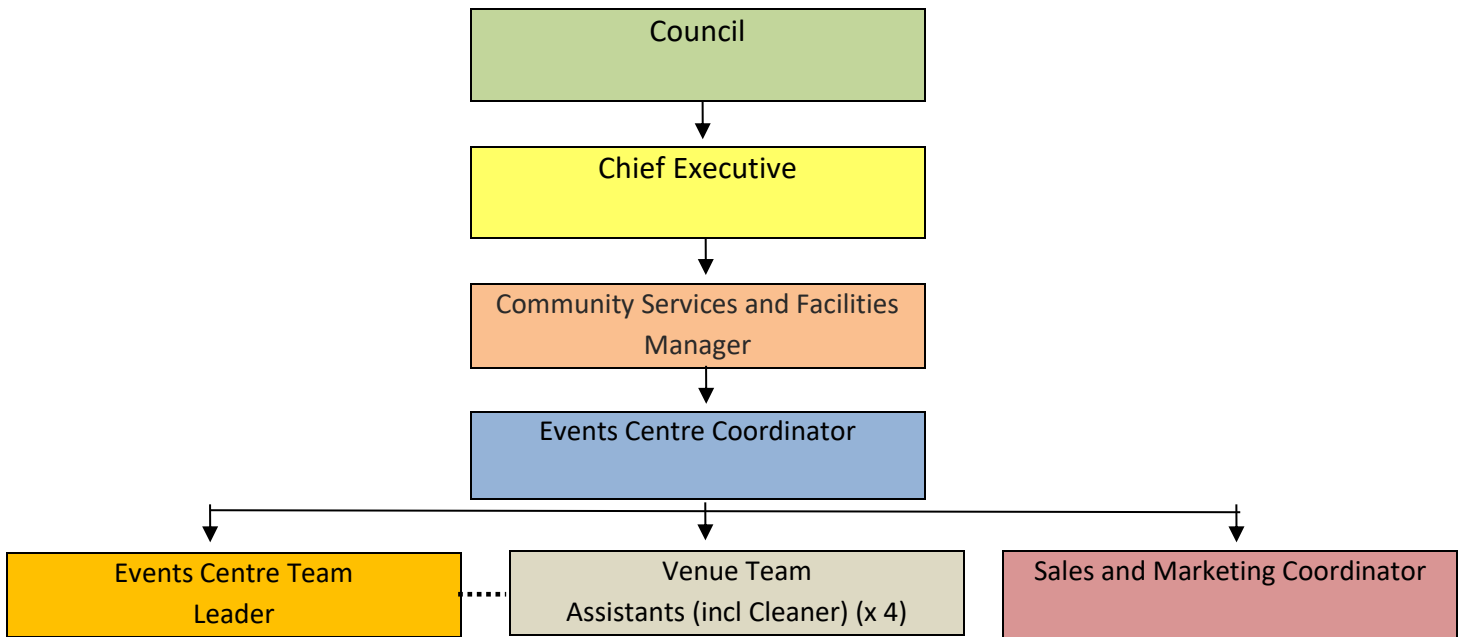
2. Purpose of the Role

To ensure the professional and successful operation of the Carterton Events Centre including the provision of customer service, sales and marketing, all aspects of event bookings, staff leadership, health and safety requirements, and venue security and maintenance.

3. Responsibilities

- Smooth and efficient operational delivery of Events Centre services, processes, and systems.
- Provision of professional customer service to internal and external clients including venue hirers, event organisers, and public attendees.
- Operational leadership of the Events Centre Venue Team including rostering of permanent and casual staff as required for events and activities.
- Effective marketing, sales, and coordination of bookings and activities.
- Compliance with relevant regulatory obligations including the Sale and Supply of Alcohol Act 2012 (SSAA), and the Health and Safety at Work Act 2015 (HSWA).

4. Organisational Context



5. Working relationships/reporting lines

The Events Centre Coordinator reports to the Community Services and Facilities Manager. The position has 6 direct reports.

In addition, the Events Centre Coordinator has regular contact with a number of internal and external stakeholders including, but not limited to:

Internal	External
<ul style="list-style-type: none"> • Events Centre casual staff • Communications Team • Library Team • Compliance and Advisory Officer • Other Events Centre staff • Other Council Staff • Mayor and Elected Members • Advisory Group members. 	<ul style="list-style-type: none"> • Events Centre clients and members of the public • Event and venue contractors, technicians and tradespeople.

6. Key results and tasks

KEY RESULTS	EXPECTED OUTCOMES
<p>Events Centre operational service delivery</p>	<ul style="list-style-type: none"> • Smooth and efficient operational delivery of Events Centre services, processes, and systems. • Event and activity bookings are managed in a streamlined and efficient manner including excellent communication, and accurate quoting and invoicing. • Room spaces and equipment such as staging, IT, sound, lighting, projectors, technical support and front of house service is provided as required. • The venue is well maintained including required repairs and refurbishment of buildings, chattels and equipment. • Operations including events and activities are compliant with relevant regulatory obligations including the Sale and Supply of Alcohol Act 2012 (SSAA), and the Health and Safety at Work Act 2015 (HSWA). • Marketing and sales activities are appropriately targeted to provide the best possible exposure of the venue to increase bookings and income. • Reporting and administrative requirements are met.
<p>Customer service</p>	<ul style="list-style-type: none"> • Professional service and responsiveness that enhances Council's reputation is displayed in all interactions with customers. • Excellent communication and interpersonal skills are used to appropriately manage customer expectations including internal Council users such as the Library, Elected Members, and council staff. • Provide advice to organisers, hirers and attendees to understand and meet their legislative obligations and compliance with relevant statutes such as SSAA and HSWA. • Customer experience generates repeat business and word of mouth recommendations to prospective hirers and event attendees.
<p>Team leadership</p>	<ul style="list-style-type: none"> • Lead a successful and engaged team based on shared vision, sound decision making, open and honest communication. • Effective planning, prioritisation, and coordination of workloads ensures work is delivered within required timeframes, and to agreed service standards. • Staff rosters are planned and communicated well ahead of time. • Collaboration within the team allows sharing of knowledge to resolve technically complex issues.

	<ul style="list-style-type: none"> • Mentor and develop staff to enable them to perform at their best and progress towards their career aspirations. • Tasks are delegated as appropriate.
Council Contribution	<ul style="list-style-type: none"> • Deliver on overall Council contribution if and when required to ensure Council's overall business goals are achieved as well as developing own professional abilities on a continuous basis. • Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with staff, and internal and external stakeholders. • Contribute to the promotion of the principles of Te Tiriti o Waitangi and work in partnership with Māori. • Act as an ambassador for Council and its services. • Act within professional guidelines and council policies at all times. • Participate in Council's response to emergency events as practicable . • Actively participate in and contribute to performance improvement and development. • Participate and contribute to management support initiatives. • Additional tasks, duties or responsibilities as directed by the Community Services and Facilities Manager.
Health, Safety & Wellbeing	<ul style="list-style-type: none"> • Actively participate in Health Safety and Wellbeing (HS&W) activities at CDC. • Fulfil the physical requirements of the role. • Demonstrate your understanding of HS&W related policies and procedures. • Be accountable for your actions at all times while adhering to the Health and Safety at Work Act (2015). • Actively raise awareness to others about HS&W in the workplace. • Actively participate in safety reporting and hazard management. • Demonstrate HS&W practices to colleagues.

Part two: Skills and experience

- Relevant qualification (or equivalent experience) in events management, facility management, or a similar field
- Considerable experience in event co-ordination and promotion
- Strong leadership abilities with excellent communication and interpersonal skills
- Proven organisational and problem-solving skills
- Physical ability to undertake the requirements of the role

- NZ Drivers Licence
- Be a New Zealand Citizen/Resident or have already secured the right to work permanently in New Zealand

Part three: Personal attributes and behavioural competencies

WORKING CO-OPERATIVELY

Working effectively with others inside and outside the organisation; taking actions that demonstrate consideration for the feelings and needs of others and awareness of the impact of one's behaviour on others.

ANALYSIS (PROBLEM IDENTIFICATION)

Securing relevant information and identifying key issues and relationships from a base of information; relating and comparing data from different sources; identifying relationships.

JUDGEMENT (PROBLEM SOLUTION)

Committing to an action after developing alternative courses of action that are based on logical assumptions and factual information and that take into account resources, constraints and organisational values.

ORGANISATIONAL AWARENESS

Having and using knowledge of systems, situations, pressures and culture inside the organisation to identify potential organisational problems and opportunities; perceiving the impact and implications of decisions on other components of the organisation.

CLIENT SERVICE ORIENTATION

Making efforts to listen to and understand clients (both internal and external); anticipating client needs; giving high priority to client satisfaction.

EXTRA-ORGANISATIONAL AWARENESS

Having and using knowledge of societal, technical, political and governmental issues outside the organisation to identify potential problems and opportunities; perceiving the organisational impact and implications of decisions relative to these factors

WORK STANDARDS

Setting high goals or standards of performance for self, staff, and the organisation; being dissatisfied with average performance; self-imposing standards of excellence rather than having standards imposed by others.

PLANNING AND ORGANISING

Establishing a course of action for self and others to accomplish a specific goal; planning proper assignment of personnel and resources.

PROJECT PLANNING

Establishing a course of action to accomplish a specific project or goal; planning proper personnel assignments and appropriate allocation of resources; developing contingency plans.

INTEGRITY

Maintaining and promoting social, ethical, and organisational norms in conducting internal and external business activities.

COMMUNICATION

Expressing ideas effectively in individual and group situations (including non-verbal communication); adjusting language structure or terminology both orally and in memoranda, letters and reports to the characteristics and needs of the audience.