

## JOB DESCRIPTION

# Coordinator Events

<b>ROLE TITLE</b>	Coordinator Events
<b>SECTION/DIVISION:</b>	Marketing Services Division, Events
<b>REPORTS TO:</b>	Manager Events
<b>DIRECT REPORTS (FTE):</b>	Nil
<b>INDIRECT REPORTS (FTE):</b>	Nil
<b>PRIMARY PURPOSE OF THE ROLE:</b>	<p>Organise and coordinate the successful and seamless delivery of an allocated portfolio of local events on time and within budget. Contribute and assist with the successful delivery of national and international events that the Events Service is managing.</p> <p>Deliver end-to-end high-quality event services across a range of events, typically routine or mid-sized events, and assist other team members in the organisation and production of large, high profile or significant events.</p>
<b>ACCOUNTABILITIES:</b>	<p>Collaborate with Marketing Services Division colleagues and Communications Services Division Advisory and event owners, and assist with determining specific event objectives, intended audience and scope. Develop and prepare routine event briefs, project plans, and critical path and debrief documents, risk assessments, scheduling, event marketing and communication plans, health and safety plans and reporting documents. Coordinate events-related agreements; and post-event evaluation documentation.</p> <p>Coordinate with various stakeholders and service providers to organise routine event requirements including: obtaining quotes and confirming delivery of services, organising/booking/scheduling appropriate venues and facilities, catering, security, AV and other technical resources; entertainers and MCs. Identify and organise event staffing requirements including casual staff.</p> <p>Develop and produce event documents and programmes, invitations and pre-event communications, monitor and liaise in respect of RSVPs. Facilitate marketing and promotional collateral; and liaise with speakers and event sponsors as appropriate/required.</p> <p>Coordinate with Marketing Services Division colleagues and Communications Services to ensure delivery of effective event marketing and communication plans including media coverage; design and production of invitations, and event marketing collateral; design and maintenance of web pages relating to forums and events.</p> <p>Undertake efficient and effective on-site operational event organisation including: event set-up/take-down; logistical tasks; appropriate staffing is in place; registration processes and distribution of event materials; ensure speakers' needs are met; manage and troubleshoot issues. Work collaboratively with other team members and allocate activities as required to ensure all tasks are carried out effectively and the event runs smoothly.</p> <p>Prepare documents and gather participant post-event evaluation feedback; collate and analyse data, prepare and share reports with event owners and Manager Events. Participate in review processes implement improvements as appropriate. Ensure all data is captured accurately in the event's database.</p> <p>Support event owners and Finance advisory teams by preparing routine event costing and monitor, track and report expenditure against event budgets. Raise issues in a timely manner in respect of overspending concerns. Ensure event expenses are appropriately processed and accounts finalised.</p>

Where required, assist the Events team in the delivery of large, significant or high profile events.

Liaise with established networks of external service providers including professional conference organisers, contractors, suppliers, venue providers. Ensure that external services meet quality and brand expectations.

Use and implement best practice resources and materials for planning and running events. Assist and develop resources, guidelines and information for University units/departments to effectively and efficiently run their own small events.

Provide professional event administration before, during and post event maintain accurate records, files and databases for all aspects of the work. Utilise event management systems; maintain and update contacts databases; track quotes, invoices and financial reports; provide reports and updates on event progress and activities.

Ensure event resources (e.g. banners, AV equipment and gifts) are maintained to a safe and presentable standard. Coordinate with the Assistant Events to proactively monitor regularly used inventory items to ensure appropriate levels of stock are available to meet demands.

Perform Departmental Health & Safety Officer (DHSO), first aid and/or fire warden duties (if required).

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**KEY RELATIONSHIPS:**

Internal

Marketing Services Division units  
Communications and Finance Services Advisers  
Digital, web and media teams  
Development & Alumni Relations Office  
Property Services and IT Support Services  
Campus and Collegiate Life team (accommodation, venues)  
Risk & Health and Safety Managers  
University leaders and managers  
Students and staff

External

Event partners, contractors, service providers, sponsors, vendors  
Executives and key note speakers  
Visitors and event registrants  
Members of the public

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**QUALIFICATIONS & EXPERIENCE:**

Essential

3+ years' professional experience in organising end-to-end delivery of a wide range of events including demonstrated skills in event scheduling design, planning, logistics and delivery.

Preferred

Tertiary qualification in a relevant field.  
Experience organising high quality conferences, hospitality events, or festivals an advantage.  
Strong organisation, time management skills and customer service orientation.

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**TECHNICAL SKILLS AND KNOWLEDGE:**

High level of proficiency in the use of standard application software such as the Microsoft Office suite. Computer literate particularly with databases.  
Event management software knowledge is an advantage.  
Proficiency in the use of on-line and social media platforms.  
Sound knowledge of event planning, organisation and delivery.

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**SPECIAL REQUIREMENTS:**

A flexible approach to working hours is necessary, as events and event set-up/ take-down can be outside normal office hours. Travel for off-campus events may be required.

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**DIRECT BUDGET  
ACCOUNTABILITY:**

Nil

**HEALTH AND SAFETY:**

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.

**SUSTAINABILITY:**

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

**CAPABILITY FRAMEWORK:**

Capability Group	Capability Name	Level
<b>ENGAGE</b>	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Intermediate
<b>ENABLE</b>	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
<b>PERSONAL ATTRIBUTES</b>	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Foundational
	Value Diversity	Intermediate
<b>LANGUAGE AND CULTURE</b>	Te Reo	Adept
	Tikanga Māori	Intermediate

## CAPABILITY FRAMEWORK DESCRIPTORS

### Coordinator Events



Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
<i>Communicate clearly, actively listen to others and respond with respect</i>	<i>Provide customer centric services in-line with the University's and organisational objectives</i>	<i>Collaborate with others and value their contribution</i>	<i>Gain consensus and commitment from others and resolve issues and conflicts</i>
INTERMEDIATE	INTERMEDIATE	FOUNDATIONAL	INTERMEDIATE
<p>Focus on key points and speak using plain language</p> <p>Clearly explain and present ideas and arguments</p> <p>Display active listening and ask appropriate, respectful questions</p> <p>Write fluently and communicate routine technical information clearly avoiding unnecessary use of jargon</p>	<p>Support a culture of quality customer service in the organisation</p> <p>Demonstrate a thorough knowledge of the services provided and relay accurately to customers</p> <p>Identify and respond quickly to customer needs</p> <p>Consider customer service requirements and provide solutions to meet needs. Resolve complex customer issues and needs</p> <p>Co-operate across work areas to improve outcomes for customers</p>	<p>Work as a supportive and co-operative team member, share information and acknowledge others' efforts</p> <p>Respond positively to others who need clarification or guidance on work activities</p> <p>Step in to help others when workloads are high</p> <p>Keep team and supervisor informed of work tasks</p>	<p>Utilise facts, knowledge and experience to support recommendations</p> <p>Work towards positive and mutually satisfactory outcomes</p> <p>Identify and resolve issues in discussion with other staff and stakeholders</p> <p>Identify others' concerns and expectations</p> <p>Keep discussion focused on the key issues</p>



Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
<i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<i>Plan to achieve priority outcomes and respond flexibly to changing circumstances</i>	<i>Think, analyse and consider the broader context to develop practical solutions</i>	<i>Be responsible for own actions, adhere to legislation and policy and proactively address risk</i>
FOUNDATIONAL	FOUNDATIONAL	INTERMEDIATE	INTERMEDIATE
<p>Complete own work tasks under guidance, within set budgets, timeframes and standards</p> <p>Take the initiative to progress own work</p> <p>Identify resources needed to complete allocated work tasks</p> <p>Seek clarification when unsure of work tasks</p>	<p>Plan and coordinate allocated activities</p> <p>Re-prioritise own work activities on a regular basis to achieve set goals</p> <p>Contribute to the development of team work plans and goal setting</p> <p>Understand team objectives and how own work relates to achieving these</p>	<p>Research and analyse information and make relevant evidence based recommendations</p> <p>Identify issues that may hinder completion of tasks and find appropriate solutions</p> <p>Be willing to seek out input from others and share own ideas to achieve best outcomes</p> <p>Identify ways to improve systems or processes which are used by the team/work unit</p>	<p>Take responsibility for own actions and be accountable for the outcomes of others</p> <p>Understand delegations and act within authority levels</p> <p>Be alert to risks that might impact the completion of an activity and escalate these when identified</p> <p>Use financial and other resources responsibly</p>



## PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
<i>Be open and honest, prepared to express your views, and willing to accept and commit to change</i>	<i>Be ethical and professional and act in keeping with the University's values</i>	<i>Show drive and motivation, a measured approach and a commitment to learning</i>	<i>Show respect for diverse backgrounds, experience and perspectives</i>
INTERMEDIATE	INTERMEDIATE	FOUNDATIONAL	INTERMEDIATE
<p>Be flexible and adaptable and respond quickly when situations change</p> <p>Offer own opinion and raise challenging issues in an appropriate manner</p> <p>Listen when ideas are challenged and respond in a reasonable way</p> <p>Work through challenges</p> <p>Stay calm and focused in the face of challenging situations</p>	<p>Represent the organisation in an honest, ethical and professional way and support a culture of integrity and professionalism</p> <p>Understand and follow legislation, rules, policies, guidelines and codes of conduct and help others to understand their obligations for compliance</p> <p>Recognise and report misconduct and inappropriate behaviour</p>	<p>Be willing to develop and apply new skills</p> <p>Show commitment to completing work activities effectively</p> <p>Look for opportunities to learn and improve own performance seek feedback from colleagues and stakeholders</p> <p>Demonstrate a motivated attitude to work activities</p>	<p>Be responsive to diverse experiences, perspectives, values and beliefs and listen to others' individual viewpoints</p> <p>Seek input from others who may have different perspectives and needs</p> <p>Adapt and respond positively in diverse environments</p>



## LANGUAGE & CULTURE

Te Reo	Tikanga Māori
<i>Develop understanding and use of te reo Māori (Māori language)</i>	<i>Create knowledge and use of tikanga Māori (Māori cultural practices) in the work place</i>
ADEPT	INTERMEDIATE
<p>Demonstrate use of te reo Māori words and phrases regularly and in appropriate formal work place activities</p> <p>Communicate appropriately and accurately in te reo Māori with external parties in the course of formal work place events</p> <p>Encourage others to use and learn new te reo Māori words and phrases</p>	<p>Understand the University's Māori Strategic Framework and incorporate its principles appropriately in work place activities</p> <p>Demonstrate an appropriate workplace understanding and awareness of tikanga Māori</p> <p>Has knowledge of the Articles and Principles of Te Tiriti o Waitangi</p> <p>Take part in opportunities to extend own understanding and awareness of tikanga Māori and Te Tiriti o Waitangi</p>