

## JOB DESCRIPTION

# Assistant Events

<b>ROLE TITLE</b>	Assistant 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>Provide effective and efficient general event and administration support to the Events team and customers.</p> <p>A strong customer service focus is critical to success in this role.</p>
<b>ACCOUNTABILITIES:</b>	<p>Respond and attend to enquiries in a professional and timely manner, providing accurate information, and referring more complex matters as appropriate.</p> <p>Provide administrative support including basic or routine document drafting; collate, photocopy and scan information, receive, sort, distribute and if applicable upload, digital and non-digital correspondence and documents; book authorised travel; file, retrieve, archive documents in accordance with record management systems; identify and log building and office equipment (e.g. photocopier) maintenance requests; organise courier services; use University systems to update databases, record and enter data using prescribed systems and templates, provide standard reports, lists and other data.</p> <p>Events specific administration includes processing routine registrations, sending invitations, maintaining guest lists, sending reminders prior to events, updating registration lists, providing site and event information, distribution and uploading of promotional material, and collating materials e.g. conference packs; booking venues, catering, accommodation, routine travel, technical resources; arranging equipment delivery, post event feedback.</p> <p>Assist the Events team with venue preparation, attending registration desk services; distributing resources; general logistics, on-site support and assistance at events. Support the Events team with any queries, complaints and customer feedback.</p> <p>Ensure event resources (e.g. banners, AV equipment and gifts) are stored appropriately. Maintain an inventory of stock and ensure items are reordered or replaced in a timely fashion. Record loans of resources and follow up on returns. Ensure event equipment and stock is maintained to a safe and presentable standard.</p> <p>Maintain up-to-date records of event expenses; assist with processing payments and expenses in line with University financial policies and procedures.</p> <p>Work collegially and in partnership with the event team and a variety of internal and external stakeholders.</p> <p>Perform Departmental Health &amp; Safety Officer (DHSO), first aid and/or fire warden duties (if required).</p>

**KEY RELATIONSHIPS:**

Internal  
 External Engagement teams and staff  
 Property Services and IT Support Services  
 Campus and Collegiate Life team (accommodation, venues)  
 Students and staff

External  
 Service providers and vendors  
 Speakers, visitors and event registrants  
 Members of the public

**QUALIFICATIONS & EXPERIENCE:**

Essential  
 NCEA (min Level 2) or equivalent recognised qualification.  
 1+ years' experience in a busy administration role.  
 Good written and communications skills.  
 Strong customer service orientation.

Preferred  
 A marketing, events, tourism, hospitality related qualification an advantage.  
 Some exposure to organising events or gatherings.

**TECHNICAL SKILLS AND KNOWLEDGE:** Proficiency in the Microsoft suite of programmes; well-developed keyboard and word-processing skills.

**SPECIAL REQUIREMENTS:** A flexible approach to working hours is necessary, as events and event set up may be held outside normal office hours.

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

## CAPABILITY FRAMEWORK DESCRIPTORS

### Assistant Events

#### ENGAGE

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>
FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL
<p>Speak at the appropriate pace and volume for varied audiences</p> <p>Explain things clearly</p> <p>Display active listening and allow others time to speak</p> <p>Write in a way that is logical and easy to follow</p>	<p>Understand the importance of quality customer service</p> <p>Proactively help customers understand the services that are available</p> <p>Take responsibility for delivering timely services which meet customer requirements</p> <p>Keep customers informed of progress in a timely manner and seek feedback to ensure their needs are met</p> <p>Show respect, courtesy and fairness when interacting with 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 to support claims</p> <p>Help to find solutions that contribute to positive outcomes</p> <p>Respond to conflict without worsening the situation and refer to a supervisor where appropriate</p> <p>Know when to withdraw from a conflict situation</p>

#### ENABLE

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	FOUNDATIONAL	FOUNDATIONAL
<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>Find and check information needed to complete own work tasks</p> <p>Identify and inform supervisor of issues that may impact on completion of tasks. Escalate more complex issues and problems when these are identified</p> <p>Share ideas about ways to improve work tasks and solve problems</p> <p>Suggest improvements to work tasks for the team</p>	<p>Take responsibility for own actions</p> <p>Be aware of delegations and act within authority levels</p> <p>Be aware of team goals and their impact on own work tasks</p> <p>Escalate issues when these are identified</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>
FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL
<p>Be open to new ideas and approaches</p> <p>Offer own opinion, ask questions and make suggestions in an appropriate manner</p> <p>Be willing to adapt to new situations</p> <p>Do not give up easily when problems arise</p> <p>Stay calm in challenging situations</p>	<p>Behave in an honest, ethical and professional way</p> <p>Take opportunities to clarify understanding of ethical behaviour requirements and follow legislation, rules, policies, guidelines and codes of conduct that apply to own role</p> <p>Speak out against 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>Acknowledge and be responsive to diverse experiences, perspectives, values and beliefs</p> <p>Be open to the inputs of others</p> <p>Work to understand the perspectives of others</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>
FOUNDATIONAL	FOUNDATIONAL
<p>Use te reo Māori words and greetings in an appropriate way in the work place</p> <p>Endeavour to use and pronounce Māori words correctly</p> <p>Actively participate in training and development opportunities that increase own te reo Māori language capability</p>	<p>Understand the University's Māori Strategic Framework and its relevance for own work</p> <p>Demonstrate some awareness of Māori customs, values and beliefs</p> <p>Has some knowledge of Te Tiriti o Waitangi</p> <p>Actively participate in training and development opportunities that increase own understanding of tikanga Māori and knowledge of Te Tiriti o Waitangi</p>