

Community & Civic Events Coordinator

UNIT/TEAM	Communities, Partnerships & Business
REPORTS TO	Cultural & Community Centre Manager
ROLE PURPOSE	As a member of the Cultural & Community Centre team this role is responsible and accountable for the delivery of job specific responsibilities in line with their Business Units program of work.

HOROWHENUA 2040 VISION

Growing neighbourhoods and building stronger communities together.

He rau ringa e pakari ai ngā taura whiri i ō tātou kāinga noho me ō tātou hāpori – mai i te pae maunga o Tararua ki te moana - With many hands the threads which weave our neighbourhoods and communities together will be strengthened from the Tararua Ranges to the sea.

COUNCIL'S VISION

Working together to take Horowhenua from good to great.

COUNCIL'S MISSION

In achieving our vision we will ensure that we are working towards:

- Customer Excellence
- Operations Excellence
- Product Excellence
- People Excellence

OUR VALUES

Greatness	We never settle until our good is better and our better is great!
Real unity	We make it happen, together!
Energy	We use our energy to perform and succeed!
Achievement	We deliver exceptional results!
Trust	We create trust by living with integrity!

KEY RESULT AREAS

KEY RESPONSIBILITIES	SUMMARY OF OUTCOMES
Event Delivery	<p>Prepare Event Plans, Schedules and runsheet timelines and budgets with authorisation by relevant event budget holder, team and/or manager</p> <p>Plan, coordinate and manage event logistics</p> <p>Provide administrative support and oversee the event application and notification process on behalf of Horowhenua District Council.</p> <p>Ensure efficient financial management keeping events within budgetary constraints.</p> <p>Provide events details to Frontline Services Coordinator and Community Facilities Staff.</p> <p>Compile and present reports monthly to Finance and Group reports on events delivered and planned</p> <p>Prepare invoices for payment and authorisation by Cultural & Community Centre Manager in line with Events budget</p> <p>Work with community and staff to guide them in event management, event checklists and run sheets</p> <p>Maintain an overview and coordinate all significant events across Te Takeretanga o Kura-hau-pō and Te Awahou Nieuwe Stroom</p> <p>Provide support for a range of Events across Community Facilities including Aquatics with a particular focus on key strategic events.</p> <p>Provide support for internal departments and, where appropriate, with a particular focus on events identified in Horowhenua District Council Action Plans</p> <p>Assist in organising events with Partners and the wider community (as either a solo project or as part of a wider team) that Council collaborate on with, such as Matariki, Christmas Parade and Children's Day</p> <p>Provide assistance, support or management (where required) for significant public facing civic events, Council run Community and Mayoral Events</p> <p>Maintain event manuals and desk files to enable continuous service</p> <p>Support the coordination of all safety checks and activities to ensure public health and safety during attendance of events.</p> <p>Monitor and check all legislative requirements related to special events</p> <p>Build positive and sustainable relationships with community groups to ensure that events are relevant and meet community needs.</p>

	<p>Work with internal and external customers to determine their preferences and plan the event based on their needs</p> <p>Maintain effective relationships with customers, service providers and other key stakeholders</p> <p>Manage difficult customers or service providers effectively and professionally</p> <p>Review Events with feedback from key clients and participants and feedback informs future event planning</p>
Event Promotion	<p>Contribute content where appropriate to relevant Community newsletters</p> <p>Event information is sent to the Communications team to ensure quality and timely promotional materials are developed.</p> <p>Communications and marketing and marketing plans are developed for significant events with lead in times as set out by the Communications team</p> <p>Respond to event related customer enquiries</p> <p>Liaise with staff and customers, including schools, clubs, and community groups, and local organisations to provide information about events</p> <p>Internal promotion of events to Horowhenua District Council Staff</p>
<i>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.</i>	<p>Additional tasks, duties or responsibilities as directed by the manager.</p> <p>Assist any other department of Council when required and as agreed.</p> <p>Participate and contribute to management support initiatives.</p> <p>Process all Council information as per approved electronic records management system and procedures.</p>
Customer Focus	<p>Ensure services are delivered in an effective and customer focussed way, and that effective working relationships are maintained with key stakeholders.</p>
Organisational Support	<p>Participates in Emergency Management activities.</p> <p>Approved procedures, information systems and policies are documented and complied with.</p> <p>Develop and maintain professional knowledge and contacts.</p> <p>Participates in Council's performance management programme.</p>
Occupational Health and Safety	<p>Hazards are identified and control measures followed.</p> <p>Work-related accidents, incidents and illnesses are reported through the HDC health & safety programme PeopleSafe.</p>

<p>Take all reasonable practicable steps to ensure your own safety, and to ensure that you do not cause harm to any other person by your actions or inaction.</p> <p>Demonstrate a personal commitment to Health and Safety in accordance with HDC's Health and Safety Policy</p>	<p>Emergency procedures are followed.</p> <p>Actively participates in improvements to, and ongoing management of health and safety in the workplace.</p> <p>Personal protective equipment is worn/used correctly, including as required to comply with requirements of contractor controlled worksites.</p> <p>Safe work practices are demonstrated.</p>
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DELEGATIONS

Direct Reports	No	
Financial	<p>Annual Operating budgets would apply as approved by the Chief Executive Officer.</p> <p>Will exercise formal delegations in relation to operational, staffing and budget as assigned by the Chief Executive Officer.</p> <p>Financial delegation is \$2000 for operational expenses within an approved budget Statutory delegation would apply as approved from Council from time to time</p>	
Warrants Required:	Nil	
Legislative Function:	Legislation and/or Bylaw	Section and/or Bylaw

COMPETENCIES

A successful Community & Civic Events Coordinator at HDC will demonstrate the following competencies:

- **Achievement** - Demonstrates a strong focus on high performance standards and personal achievement. Goes above and beyond to exceed expectations.
- **Communication** - Communicate in a clear, confident and articulate manner. Is effective at influencing others.
- **Implementation** - Is reliable, detail-focused and meticulous. Follows through on plans to ensure they are carried out accordingly.
- **Resilience** - Remains calm, composed, and optimistic in stressful or high pressure situations.
- **Self-Insight** - Is aware of own strengths and weaknesses and actively seeks out opportunities for new learning and growth.
- **Strategic Agility** - Takes a big-picture, long-term view when planning and anticipating potential impacts on the business. Weighs up options and implications, identifies strategies and plans, and is comfortable with managed risks.
- **Business Acumen** - Maximise returns in the business is future-orientated and strategic and seeks areas for business improvement.
- **Teamwork** - Supports and collaborates with team members to achieve targets.

- **Mental Power** – Has a desire to learn more and is able to learn new information and skills quickly. Is able to apply learnt information to new problems. Quick to pick up technical concepts.

EXPERIENCE/QUALIFICATIONS

Essential:

- A relevant qualification in events management or relevant equivalent experience in an events management role.
- Experience within a customer service environment
- Willingness to work weekends and after hours to meet deadlines.
- Willingness to undergo pre-employment checks and screenings such as psychometric assessments, drug- and alcohol testing, etc.
- A current and valid NZ driver's license

Job Specific Knowledge and Skills:

- Sound working knowledge of the MS Office suite of computer programmes
- Event Coordination
- Experience in using computer systems to retrieve, capture and store information
- Accurate record keeping is essential
- Sound organization and communication skills
- Ability to think outside the box, on their feet and resolve problems
- Ability to design and implement an event from conception and design to pulldown and debrief
- Skill in time management as well as the ability to prioritize tasks
- Ability to multitask
- Ability calculate estimated versus actual budgets, report on financials and explain budget specifics Local Government Act
- Sound knowledge of local government procedures, protocol and policies
- Ability to analyse and establish new policies and procedures
- Ability to communicate on an advanced level.
- Should have an advanced knowledge on the principles of customer care and service, including customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.
- Presentation and communication skills with knowledge of sound ways to inform audiences (individuals or groups) through written, oral and visual media.

KEY RELATIONSHIPS

Internal:

- Community Facilities & Events Manager
- Cultural & Community Centre Manager
- Library Services Manager
- All staff of Libraries and Te Takeretanga o Kura-hau-pō and Te Awahou Nieuwe Stroom
- Horowhenua District Council staff
- Chief Executive
- Group Managers
- Other Council Managers and staff
- Mayor, Councillors and Community Board Members

External:

- Public
- Community groups and organisations
- Event organisers
- External service providers relating to events
- Other relevant technical professionals
- Consultants, contractors and developers
- Council's contractors and professional service providers
- The Horowhenua Community
- Local Iwi Groups
- Members of the general public

CIVIL DEFENCE DUTIES

All staff of Horowhenua District Council may be required to undertake Civil Defence duties in the event of an emergency, training will be given as appropriate.

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.