

Position Description

Position title:	Event Day	Team:	Event Delivery
Division:	Tātaki Auckland Unlimited	Reports to:	Venue Presentation & Customer Experience Manager & Event Manager
Department:	Auckland Stadiums	Direct reports:	N/A
Unit:	Events Operations	Indirect reports:	N/A
 Our commitment to te ao Māori	We honour Te Tiriti o Waitangi, accord value to te ao Māori (the Māori world), support kaitiakitanga and are responsive to the needs of Māori. You participate in initiatives to embed te ao Māori into the way we do things. You are willing to develop and build your own understanding and capability to contribute to the delivery of the directorate's Māori outcomes and wider organisation's vision to be responsive to the needs and aspirations of Māori as outlined in the Māori Outcomes Performance Measurement Framework – Kia ora Tāmaki Makaurau.		
 Role Purpose	Support Auckland Stadiums through its busy summer season of concerts, festivals and major sporting events. Enhancing the fans experience across our Mt Smart Stadium, North Harbour Stadium & Western Springs venues. Please note, these duties are meant as an outline of the position. Other responsibilities are likely across Auckland Stadiums Sales, Marketing & Communication division as the candidate grows into the position.		
 Key responsibilities	• Assist with setting up for events as directed by manager or delegated authority. • Contributes to event operations to support the overall delivery of events • Maintain positive and collaborative working relationships internally and externally • Issues are addressed and raised appropriately with manager or delegated authority. • Ensure effective communication is provided to internal and external customers/stakeholders • As an employee of the organisation, you are required to be associated, as required, with Civic Defence Emergency Management or any exercise that might be organised in relation to this organisation function. • Promote a safe and healthy workplace by undertaking responsibilities as outlined in the organisation's health and safety policy and procedures. • Promote activities and initiatives that assist the organisation achieve its vision and mission. • As an employee of the organisation you are required to familiarise yourself with and comply with all organisation policies, including but not limited to, the organisation's Code of Conduct.		

 Outcomes	• Event set up runs smoothly • Positive working relationships are maintained and developed • Health and Safety requirements upheld	
 Key skills	• Excellent verbal communication skills • Commitment to a high degree of customer service • The ability to think on your feet and problem solve	
 Job requirements	Qualifications	
	• No formal qualifications required.	
	Experience • Experience in retail or hospitality ideal • Physically fit and able to perform set up activities • Customer Service and cash handling experience preferable	
 Key Relationships	Internal • Duty Operations Managers • Event Services Manager • Manager Venue Services Operations • Other operational departments...	External • Patrons and clients

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned job. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the incumbent. From time to time, employees may be required to perform duties outside of their normal responsibilities as needed.

 Job framework	Job function:	Job family:	Job:	DFA
	Events	Events Operations	Attendant Event Operations	N/A