

PART A: JOB SCORECARD SUMMARY

To provide clear goals, expectations and feedback so that each member of the team can significantly multiply their contribution to WellingtonNZ and to their own success.

Name of role:	Event Advisor
Who reports to:	Event Planning Manager
Direct reports:	Nil
Date:	May 2019
Purpose of the job:	The Event Advisor is responsible for providing event planning and coordination services to ensure the successful delivery of events in Wellington Venues.

PART B: JOB SCORECARD DESCRIPTION

Key responsibilities: Specific actions, tasks or areas of responsibility this role will oversee.

Area of responsibility	Actions/ Tasks
Event planning & coordination	<ul style="list-style-type: none"> Plan, coordinate and support the successful and effective delivery of our performance, exhibition, conventions and events offering across all venues, including the timely development of comprehensive event sheets Manage and grow relationships with clients, staff, suppliers and other stakeholders to facilitate the successful implementation of WellingtonNZ's event portfolio Work with the Performance Events team to deliver a seamless experience in relation to performance event activity Develop a strong working knowledge of all WellingtonNZ venues to ensure best advice and options can be presented to clients Design and maintain event floor plans; and participate in training opportunities on the Visio software; to ensure all suppliers and teams can effectively deliver on event requirements

	<ul style="list-style-type: none"> • Manage the client relationship to ensure both parties meet all contractual obligations • Undertake post-event reconciliations and settlements • Adhere to and ensure team members adhere to our standard operating procedures while being willing to offer ideas and new initiatives that may improve business processes and customer delivery.
Relationship and client management	<ul style="list-style-type: none"> • Manage clients, contractors and team members in a polite, courteous and professional manner at all times and be prepared to roll up our sleeves and do whatever is required, in a safe manner, to meet the needs of our customers and their deadlines • Act as the primary point of contact for the client from the point of contracting through to the final delivery of the event, including being the main liaison with the client on event • Work collaboratively across our teams and venues to develop cross-selling and up-selling opportunities that deliver enhanced value to our customers and drive business profitability.
Catering coordination	<ul style="list-style-type: none"> • Maintain copies of all relevant paper work and load against the event in EBMS (our event management system) • Liaise with clients and the sales teams regarding special requirement events – i.e. Food stalls, promotional/ sponsorship offerings • Liaise with Council licencing officers about food safety and alcoholic licencing, including sourcing letters of consent from the building landlord for special licence applications • Ensure caterers have all event specific information as required • Work with the Venues Operations team to ensure that all catering requirements are delivered to the highest of standards.
Administration	<ul style="list-style-type: none"> • Ensure all relevant and required information is entered in EBMS to ensure consistency of data capture and transparency of our processes • Adhere to our standard operating procedures and policies while being willing to offer ideas and new initiatives that can improve business processes and customer delivery • Any other reasonable tasks as required.
Health, safety and compliance	<ul style="list-style-type: none"> • Take an active role in identifying and mitigating any health and safety risks to yourself

	<p>and others. While at work, take reasonable care for your own health and safety and ensure what you do does not negatively affect the health and safety of others.</p> <ul style="list-style-type: none"> • Comply, as far as you possibly can, with any instructions, policies, procedures or guidelines given by WellingtonNZ in relation to health, safety and compliance. • Report any potential hazards or risks to health and safety or the environment as soon as possible and take immediate action to minimise or mitigate these if it is not potentially harmful to your own health and safety. • Work with clients, technical partners and suppliers to ensure that all relevant health, safety and compliance paperwork is provided in a timely manner in line with Venues Wellington's requirements
WellingtonNZ collaboration	<ul style="list-style-type: none"> • Maintain a "WellingtonNZ-wide" perspective with all work. • Consider how your role links and contributes to other areas of WellingtonNZ, and actively engage when required. • Communicate with fellow WellingtonNZ colleagues on work, initiatives and projects. • Actively collaborate and participate in WellingtonNZ-wide initiatives and projects.

Job outcomes: Visible and measurable evidence of success in this role.

Outcomes / results	Target Measure
To be determined with your manager.	

Competencies: Specific skills, traits and competencies necessary to be successful in this role.

Competency	Description of competency
Technical Ability and Experience	Minimum of 3 years' experience in the event/conferencing industry.
Communication	Communicates information clearly, adjusting the way they communicate to suit the intended audience.

Relationship Management/ Customer Focus	Proactively has an awareness of and acts to consistently meet customer/ client needs.
Work Organisation	Effectively organises all aspects of work in order to achieve high quality and timely output.
Initiative Analysis & Problem Solving	Uses relevant information in analysis of issues and applies reason to reach conclusion from which practical recommendations are made.
Teamwork	Cooperates and consults in order to get a task done. Establishes and maintains relationships as appropriate and contributes to the achievement of objectives.

Values: Our purpose & values which bring to life WellingtonNZ's aspired culture.

Our purpose	Our organisational values	Our culture
To make the Wellington region wildly famous	Do it together Dare to be different Show the passion Find the fun Focus on the customer	Collaborative People centered Supportive Constructive Open Recognition Celebrate success Empowerment Ownership Accountability Learning, coaching and personal growth