



Our Vision: To be the “must experience” venue that uses New Zealand’s heritage, Kiwi ingenuity, transport, technology, and the associated stories in a creative and interactive way to educate and inspire the innovators of tomorrow.

Position: Events Assistant

Reports to: Visitor Experience Manager

PURPOSE OF THE ROLE

The Events Assistant is responsible for assisting the Events Lead in developing, planning, and managing all events in the Public Programmes calendar. This includes assisting with the install and deinstall of events and assisting with event delivery. This position is instrumental in helping the Public Programmes team achieve their goals of producing one large event every month and increasing weekend experiences.

The Events Assistant is part of a team focused on enhancing MOTAT's reputation for exciting, innovative events, and experiences with the associated objective of enticing new visitors and grow repeat visitation. An audience focus and a commitment to quality and creativity, and a collaborative approach are vital facets of this role, along with accountability for the documentation of these events

RESPONSIBILITIES

- Assist in organising and coordinating the logistics of all approved events, seeking support from the wider Visitor Experience team as required.
- Ensure that MOTAT’s collection operations are considered when planning events, working collaboratively with the Collection Operations Coordinator to achieve this.
- Ensure that events are clearly communicated to the team and resources provided so that the Visitor Services Hosts are able to provide a great experience every time.
- Work closely with all MOTAT teams to ensure the smooth running of events, both in the planning phase and when events are ‘live’. This includes responding to social media queries related to events, as required.
- Research, order, and procure the services necessary for the successful delivery of MOTAT events, as approved by the Events Lead.
- Ensure all MOTAT events are executed in a professional manner, within agreed budget and specified timeframes.
- Work closely with the Events Lead and wider Visitor Experience team in the creative planning of MOTAT events and experiences.
- Ensuring a positive, enjoyable, and welcoming experience to all MOTAT visitors.
- Implement recurring weekend and evening events, regularly evaluating the programme to identify areas for improvement. evaluations and potential improvements going forward.
- As the Event Assistant for MOTAT:
 - Liaise with the Weekend Operations Manager around weekend events, ensuring that they have any information they require in relation to events.

- Take responsibility for aspects of onsite delivery during large events, ensuring that the events are presented and consistently maintain a high standard and that MOTAT's commitment to providing outstanding customer engagement is maintained.
- Led small onsite events as directed by the Events Lead.
- Assist in supervising and coordinating event contractors to ensure that their roles are performed professionally and efficiently, and that all health and safety obligations are met.
- Work with the Visitor Services team members assigned to the event, ensuring that they are fully briefed and able to deliver to the required standard.
- Ensure that regular communication about MOTAT events is maintained with the contractors.
- Work with the team in identifying, developing, and implementing opportunities that contribute towards enhancing the MOTAT visitor experience.
- Champion the incorporation of te ao Māori from the concept stage of events development, seeking advice and expertise as required.
- Take responsibility for the prompt resolution of any feedback, complaints or customer issues related to events that are reported to you, escalating to the Events Lead as required.
- Ensure that the necessary internal and external approvals / agreements are sought, gained and implemented for all events that are delivered at MOTAT.
- Ensure that health and safety is an integral element of event delivery and planning.
- Provide additional support and assistance to the Visitor Experience team and the wider MOTAT Team, as and when required.
- Model behaviour consistent with MOTAT values and in accordance with the principles of the Treaty of Waitangi.
- Follow all museum policies and procedures including but not limited to Health and Safety and the Museums Aotearoa's Code of Ethics.
- Undertake any other reasonable duties as may be required to ensure that MOTAT's business objectives are met.

KEY PERFORMANCE INDICATORS

- Effective and timely completion of key deliverables as required and on schedule.
- Working within budget on all budget-assigned activities.
- Eliminating any foreseeable negative impacts on MOTAT events or its customers.
- Effectively maintain ongoing working relationships with external suppliers.
- Positive customer feedback.

KEY RELATIONSHIPS / DELEGATED AUTHORITY

Responsible for:	Nil
Internal Liaison:	Collection Operations Coordinator, Visitor Services Coordinator, Visitor Experience Hosts, Bookings Coordinators, Environment and Sustainability, People and Culture, MOTAT Team
External Liaison:	Suppliers, Contractors

BUDGETARY AUTHORITIES

TBD

SKILLS & EXPERIENCE

- 1-2 years event assistant experience.
- Demonstrated experience working to fixed timelines with a high degree of organisation and attention to detail.
- Excellent written and oral communication skills and demonstrated project management and planning skills.
- Highly developed interpersonal skills with a demonstrated ability to relate to people at all levels and an ability to develop working relationships.
- High degree of computer literacy and competence in Microsoft Office, in particular Word and Excel.
- Current full drivers' licence
- Event management qualification or equivalent experience.
- Experience in assisting with large-scale events and/or events across complex venues (desirable) .

OUR VALUES

Ō MĀTUA UARA

Innovation	We will be courageous and try new things.
Collaboration	We will work as a team that respects and supports others.
Integrity	We will act ethically and with respect and transparency.
Sustainability	We will foster knowledge and promote technology that is beneficial to our community.

This document covers the broad results expected from the position and will form the basis of specific objectives to be agreed and reviewed on a regular basis.