



Tō Mātou Moemoeā Our Vision is to use the past, present and future technology and ingenuity of Aotearoa to educate and inspire the innovators of tomorrow.

- KIA WHAKATŌMURI TE HAERE WHAKAMUA -

Position: Events Lead
Reports to: Visitor Experience Manager

PURPOSE OF THE ROLE

The Events Lead is responsible for the development, planning, and delivery of all events in the Public Programmes calendar, working in close partnership with the Events Coordinator. This includes overseeing the pack in and pack out of events and taking full ownership of their successful delivery. This role is central to the Public Programmes team's goals of producing one major event per month and enriching the weekend visitor experience.

RESPONSIBILITIES

Event Planning and Development

- Develop the annual events calendar and associated budget for review and approval by the Visitor Experience Manager and Head of Public Programmes.
- Lead the development of new events from initial concept through to delivery, ensuring each is creatively compelling, audience-focused, and aligned with MOTAT's strategic objectives.
- Work with the team to identify, develop, and implement opportunities that enhance the MOTAT visitor experience, including new and recurring weekend and evening events, regularly evaluating these to identify opportunities for improvement.
- Incorporate te ao Māori from the concept stage of event development, working in consultation with the Visitor Experience Developer – Mātauranga Māori and seeking their advice and expertise as required.

Event Delivery and Operations

- Plan and lead the logistics of all approved events, drawing on the support of the Visitor Experience Manager and wider Visitor Experience team as needed, and ensuring all events are delivered professionally, within agreed budgets and timeframes.
- Research, procure, and manage the services and resources necessary for successful event delivery, maintaining relevant contractor relationships and ensuring the contractor management process is adhered to throughout.
- Supervise and coordinate event contractors, ensuring roles are performed professionally and efficiently and that all safety and wellbeing obligations are met. Regularly review and report on contractor performance to the Head of Public Programmes and the Safety and Wellbeing team.
- Ensure all requirements of the Sale and Supply of Alcohol Act 2012 are met for licensable events.
- Ensure that the necessary internal and external approvals and agreements are sought, confirmed, and implemented for all events delivered at MOTAT.
- Take overall responsibility for on-site delivery during events, ensuring a consistently high standard of presentation and that MOTAT's commitment to outstanding visitor engagement is upheld.

- Lead and fully brief Visitor Services team members assigned to events, providing event-specific training where needed to ensure delivery to the required standard.
- Ensure a positive, welcoming, and enjoyable experience for all MOTAT visitors.
- Take responsibility for the prompt resolution of any visitor feedback, complaints, or issues related to events, escalating to the Visitor Experience Manager, Duty Operations Manager, and/or Weekend Operations Manager as required.

Documentation & Reporting

- Ensure all event related documentation is completed, approved, and circulated to deadline, utilising Artifax for venue and event management booking where appropriate.
- Utilise CRM software Tessitura to analyse event data and inform decision making on improving event offerings across visitation, revenue, and visitor feedback throughout the year.

Stakeholder and Team Collaboration

- Work closely with the Visitor Experience Manager, Technology in Action Manager, and Visitor Services Manager in the creative planning of events and experiences, ensuring MOTAT's collection operations are carefully considered at all stages.
- Liaise with the Duty Operations Manager, Weekend Operations Manager and the Safety and Wellbeing Team to ensure they have all relevant information regarding events.
- Ensure all events are clearly communicated to the wider team, with the resources and information Visitor Services Hosts need to confidently deliver an exceptional visitor experience every time.
- Support and mentor the Events Coordinator, actively contributing to the development of their skills and experience in event management.
- Ensure safety and wellbeing is an integral element of all event planning and delivery.
- Embrace a mindset of continuous improvement in understanding and implementing the principles of Te Tiriti o Waitangi.
- Model behaviours consistent with MOTAT's values and comply with all museum policies and procedures, including Safety and Wellbeing and the Museums Aotearoa Code of Ethics.
- Provide additional support to the Visitor Experience team and wider MOTAT team as required and undertake any other reasonable duties to support MOTAT's business objectives.

KEY PERFORMANCE INDICATORS

- Key deliverables and event milestones are completed on time and to the required standard.
- All events are delivered within approved budgets, with any variances identified and reported promptly.
- Risks to event delivery and visitor experience are proactively identified and mitigated.
- Contractor and supplier relationships are well-managed, with performance regularly reviewed and documented.
- Visitor feedback related to events is consistently positive, with any issues resolved promptly and learnings applied to future programming.

KEY RELATIONSHIPS / DELEGATED AUTHORITY

Responsible for: Nil

Internal Liaison: Head of Public Programmes, Visitor Experience Manager, Events Coordinator, Visitor Experience Developers, Hybrid Hosts, Event Assistants, Technology in Action Manager, Visitor Services Manager, Visitor Services Hosts, Bookings Coordinators, Environment and Sustainability, People, Culture and Wellbeing, MOTAT Team

External Liaison: Suppliers, Contractors

BUDGETARY AUTHORITIES

\$2,000

SKILLS & EXPERIENCE

- Minimum three years' experience in event management and event development.
- Proven ability to manage multiple priorities and deliver to fixed timelines, with a high degree of organisation and attention to detail.
- Strong written and verbal communication skills, with demonstrated project management and planning capability.
- Well-developed interpersonal skills and the ability to build and maintain effective working relationships with a diverse range of people at all levels.
- High level of computer literacy, including confident use of Microsoft Office, particularly Word and Excel.
- A relevant event management qualification, or equivalent professional experience.
- Current full driver's licence and the ability to drive a manual vehicle.
- Current Duty Manager Licence, or the willingness and ability to obtain one.
- Experience delivering large-scale events and/or events across complex or multi-site venues (desirable).

Ō MĀTOU UARA OUR VALUES

AUAHATANGA INNOVATION	We will be courageous and try new things.
NGĀTAHITANGA COLLABORATION	We will work as a team that respects and supports others.
MOTUHĒHĒTANGA INTEGRITY	We will act ethically and with respect and transparency.
PŪMAUTANGA SUSTAINABILITY	We will foster knowledge and promote technology that is beneficial to our community and environment.

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.