



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 Lead

Reports to: Visitor Experience Manager

PURPOSE OF THE ROLE

The Events Lead is responsible for developing, planning, and managing, with the assistance of the Events Assistant, all events in the Public Programmes calendar. This includes taking responsibility for the install and deinstall of the events and managing the 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 Lead 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

- Develop a proposed annual timetable and budget for MOTAT events, for review and sign-off by the Visitor Experience Manager and Public Programmes Manager
- Develop new events and programmes from concept to execution.
- Organise and coordinate the logistics of all approved events seeking support from the Visitor Experience Manager and the wider Visitor Experience team, as required.
- Ensure that MOTAT’s collection operations are both 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.
- Ensure all MOTAT events are executed in a professional manner, within agreed budget and specified timeframes.
- Provide support to the Events Assistant, as required, to assist in building their skills and experience in event management and coordination.
- Work closely with the whole Visitor Experience Manager, Collection Operations Coordinator, and Visitor Services Coordinator in the creative planning of MOTAT events and experiences.
- Ensuring a positive, enjoyable, and welcoming experience to all MOTAT visitors.
- Implement new and recurring weekend and evening events, regularly evaluating the programme to identify areas for improvement. Evaluations and potential improvements going forward.

- Ensure all event relevant documentation is completed, approved, and circulated to deadline.
- As the Events Lead for MOTAT:
 - Liaise with the Weekend Operations Manager around weekend events, ensuring that they have any information they require in relation to events.
 - Take overall responsibility of onsite delivery during events, thereby ensuring that the events are presented and consistently maintain a high standard and that MOTAT's commitment to providing outstanding customer engagement is maintained.
 - Supervise and coordinate event contractors to ensure that their roles are performed professionally and efficiently, and that all health and safety obligations are met.
 - Lead the Visitor Services team members assigned to the event, ensuring that they are fully briefed and able to deliver to the required standard.
 - Regularly review and feedback on the contractor performance and customer engagement are reported to the Public Programmes Manager.
 - Ensure that regular communication about MOTAT events is maintained with the contractors.
- Negotiate and maintain relevant contractor relationships, as required, to ensure the successful delivery of events, ensuring that the contractor management process is adhered to with all contractors.
- Ensure that all the requirements of the Sale and Supply of Alcohol Act 2012 are met for R18 events.
- 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, escalating to the Visitor Experience Manager or Weekend Operations Manager, 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.
- Act as a back-up to the Weekend Operations Manager, as required.
- 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 from time to time to ensure that MOTAT's business objectives are met.

KEY PERFORMANCE INDICATORS

- Effective and timely completion of key deliverables as required and on schedule.
- Achieving 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:	Events Assistant, Collection Operations Coordinator, Visitor Services Coordinator, Visitor Services Hosts, Bookings Coordinators, Environment and Sustainability, People and Culture, MOTAT Team
External Liaison:	Suppliers, Contractors

BUDGETARY AUTHORITIES

\$2,000

SKILLS & EXPERIENCE

- Minimum three years' event management and event development 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 demonstrated competence in Microsoft Office, in particular Word and Excel.
- Current full drivers' licence and the ability to drive a manual vehicle.
- Event management qualification or equivalent experience.
- Current Duty Manager License or willingness and ability to get a license.
- Experience delivering 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.