

POSITION DESCRIPTION

Event Manager – Venues

Reports to:	Director, Development & Event Services
Division:	Development & Event Services
Tenure:	Fulltime, Permanent
Location:	Hamilton
Date:	January 2026

Vision

Ko te tangata

A research-intensive university providing a globally connected, innovative and inclusive studenty experience in an environment characterised by a commitment to diversity, respect for Indigenous knowledge, and high levels of community engagement.

Values

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:

- Tū ngātahi me te Māori
- Mahi pono
- Whakanui i ngā huarahi hou
- Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:

- Partnership with Māori
- Acting with integrity
- Celebrating diversity
- Promoting creativity

1. GENERAL

The Development & Events Services Division sits within the Office of the Vice-Chancellor (OVC), the Chief Executive Office of the University.

The Division leads, and has responsibility for, a range of services, facilities and business units which support university operations for staff, students, alumni and the wider community, comprising the following teams:

- Events and Conferencing – All university events, both internal and external, across all campuses.
- Venues – The Pā and the Gallagher Academy of Performing Arts
- Development and Alumni Relations – University Foundation, Engagement with alumni, benefactors, and external stakeholders.
- Sport & Wellbeing – UniRec, Social Sport Leagues, Esports, Wellbeing Hub, Swimming Pool, Tauranga Sport & Rec.

2. POSITION PURPOSE

The Event Manager - Venues is responsible for the overall coordination and management of event operations and logistics conducted in the major Events, Conference and Performance Venues at the University, primarily the Gallagher Academy of Performing Arts (GAPA) and The Pā. As a member of the wider Event Services team, this position plays an important role in enhancing the University's reputation by supporting the successful delivery of activity in the University's premier venues.

The Event Manager - Venues is required to work across the organisation to ensure that all events and conference bookings adhere to standards and protocols, align with the mission and vision of the university and customer expectations are managed from enquiry through to execution and delivery.

This role is required to work closely with clients, both internal and external, to provide the highest quality venue services for a wide variety of events, functions, performances and activations. Leadership of venue staff (both casual and permanent) to oversee event delivery is a core part of this role.

3. ACCOUNTABILITY

The Event Manager - Venues is responsible to the Director, Development and Event Services.

4. FUNCTIONAL RELATIONSHIPS:

Internal: Director, Development & Event Services
Staff within the Event Services Division
Staff of the University of Waikato
Staff of the Office of the Vice-Chancellor
Members of University Leadership and their staff
Campus tenants and vendors

External: Community Groups
Industry Associations
External Stakeholders/Contractors
Community Stakeholders
Partner organisations/Co-sponsors
Conference Organisers

5. KEY TASKS

5.1 Event and Conference Management

- Contribute to the development of an effective, efficient and comprehensive events and conferences calendar and programme to ensure the timeliness of planning, implementation and execution.
- Liaise with internal and external clients regarding technical requirements for events/bookings
- Assist with or oversee the technical set-up and pack-out of performances, events and functions as required
- Contribute to the development, implementation and maintenance of a framework of guidelines and tools to maintain highly professional standards and procedures for the production of events and conferences that align with the image and reputation of the University.
- Identify and participate in discussion about strategies, opportunities, potential conflicts, and other issues related to venue use.
- Contribute to the design and implementation of events and conferences on behalf of the University, and external clients, that are accessible, cost-effective and consistent with the University's mission, policies, standards and overall University strategy.

- Prior to every event or conference, receive or make recommendations on content and organisation, and prepare written briefings or procure them from appropriate parts of the organisation/clients.
- Prepare post-event/conference reports with analysis and recommendations for future actions and improvements.
- Provide leadership in all aspects of venue use and management, with emphasis on high standards for customer relations, attention to detail, protocol, and etiquette.
- Ensure the appropriate tone, appearance and consistency of all related documentation, including any invitations, briefs, and correspondence.

5.2 Team Leadership and Management

- Provide strong leadership to ensure high quality service delivery across the breadth of responsibilities.
- Ensure a 'customer centric' approach is taken in all activities to assist the University to achieve excellence in on campus experiences.
- Ensure appropriate levels of resourcing are in place during business hours and out-of-hours.
- Facilitate proactive knowledge-sharing activities to build awareness, understanding and know-how across the team.
- Work co-operatively and collegially with all staff throughout the University.

5.3 Venue Booking & Client Management

- Liaise with all clients/event organisers in a timely manner and ensure their expectations are managed from point of enquiry through to execution and delivery.
- Maintain productive and supportive working relationship with frequent users of venues, including but not limited to the University's Music and Arts department, Events Team, and Office of the Vice-Chancellor.
- Establish a pool of suitably skilled and trained casual staff to support all GAPA and Pā activity
- Support the promotion of the University of Waikato as a venue for strategic, commercial and community use.
- Alongside the Systems and Administration Manager, roster appropriate staff according to event requirements.
- Support team in overseeing venue booking system to ensure effective and appropriate use of rooms and facilities, including ensuring sufficient time is allocated for pack in, set up and pack out activities.
- Participate in discussion about strategies, opportunities, potential conflicts, and other issues related to the successful production of events, conferences, performances and campus activation activities within the Academy and The Pā.
- Contribute to the development of operational policies and procedures based on venue management/industry best practice.

5.4 Budgets/Financials

- In conjunction with the Operations Manager – Event Services, prepare, manage, and monitor budgets, anticipating costs of production, technical, and promotional needs. Clarify funding source for events/bookings that sit outside University venues budget.
- Ensure compliance with University financial and procurement controls.
- Process purchase order requisitions, vendor creation requests, create purchase orders, and assist with payment of accounts to the appropriate delegated financial authority.
- Provide accurate cost estimates for clients and supply accurate post-event information for invoicing.
- Monitor the GAPA and Pā Operations budget, reporting to the Director on a monthly basis and advising on any financial implications that can and may arise.

5.5 Consultancy and Advice

- Develop and maintain client and supplier relationships.
- Assist and advise University staff and students on conference and event services as required, as well as effective use of space.

5.6 Office Participation

- Attend and participate in team meetings.
- Pro-actively contribute to the planning and decision-making processes of the Office.
- Work co-operatively and collegially with all staff throughout the university.
- Participate in the maintenance of a safe and healthy workplace for self and others including students.
- Comply with and undertake responsibilities as set out in the University's Health and Safety Policy.

Any other duties as required that are consistent with the position held, other than in exceptional circumstances such as rehabilitation after injury or sickness.

NOTE: Staff have an annual objectives, development and reflection (ODR) meeting with their manager. New staff normally attend such a meeting approximately three months after taking up their appointment.

6. PERFORMANCE STANDARDS

The Event Manager - Venues will be performing satisfactorily when:

- Day-to-day GAPA and Pā operations run smoothly for staff and students.
- Performances, functions and events run smoothly and efficiently within the University's premier venues.
- Needs and expectations of community and University clients are satisfied.
- Excellent and efficient client service is provided to the community and other clients.
- Client issues are attended to and escalated when appropriate.
- Positive and productive working relationships exist between staff and external clients and contractors that ensure excellent client service is provided.
- All casual staff are appropriately trained and retained.
- Remain up-to-date with industry-standard practices, interfaces, operating systems and protocols to determine how new technology solutions will meet the University's business and system needs.
- All activity within GAPA and The Pā is implemented in a way that supports the achievement of the University's objectives.
- The University's reputation is enhanced with stakeholders by GAPA and Pā activity and activation.
- Activity within GAPA and The Pā aligns with needs of key stakeholders including internal, community, iwi, alumni etc.
- The University, specifically GAPA and The Pā, has a positive profile in the wider community
- The Staff Code of Conduct is adhered to.
- Safe and healthy work practices are followed. University policies, procedures, relevant work standards and statutory obligations are complied with.
- Proactive about all health and safety issues related to use of premier venues.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Preferred

- Tertiary qualifications in relevant field, or equivalency obtained through professional experience.

TRAINING, SKILLS AND KNOWLEDGE

Essential

- Substantial experience in, and knowledge of planning, production and management of large, small, high profile, and less-formal events/conferences for diverse and distinguished guests, with the ability to formulate creative ideas, and to analyse, evaluate, and negotiate details reflective of success.
- Demonstrated project management, time management, and organisational skills, with the ability to manage details of multiple and complex projects within firm schedules, set priorities that accurately reflect the relative importance of activities or job duties, and effectively carry out event and venue goals in a manner that enhances the image of the university.
- Excellent communication skills sufficient to express ideas and agreements concisely and persuasively, both orally and in writing, to a variety of audiences.
- Computer skills with ability to use word processing and spreadsheet software, and knowledge of desktop production and database systems.
- Experience working in a fast-paced environment and ability to handle potentially stressful situations with discretion and assurance, upholding the highest standards of professional conduct.
- Licensed to drive in New Zealand.

Preferred

- Knowledge of the Waikato region and local stakeholders.
- Knowledge of the venues, contractors and suppliers used by the industry.
- Risk management skills, and knowledge of relevant health and safety requirements.

PERSONAL QUALITIES

- Demonstrated integrity, dependability, sound judgment and resourcefulness to establish and maintain collaborative, positive, professional and effective working relationships with multiple and diverse constituency groups.
- Ability to address complex issues utilising a clear, thoughtful manner, and to come to resolution quickly without jeopardising the event or relationships with people involved.
- Ability to listen carefully to understand, respond, and problem-solve effectively to address concerns and interests of campus constituents, guests, vendors, and others as needed.
- Ability to work as part of a team and independently when required.
- Comfortable working in an open, collaborative, and energetic environment.
- Executes practical and creative problem solving.
- Ability to work under pressure and meet deadlines.
- Remains up-to-date with industry-standard practices, interfaces, operating systems and protocols to determine how new technology solutions will meet the University's business and system needs.
- Ability and willingness to work outside normal hours.
- Passionate believer in the value of education.
- Commitment to a culture of openness, flexibility and cooperation to achieve excellence in academic programmes and service.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi.