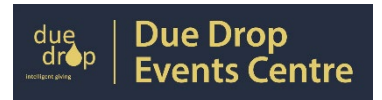


## Position Description

<b>Position:</b>	Event Manager
<b>Reports to:</b>	Chief Operating Officer
<b>Direct reports:</b>	Senior Venue Coordinator Venue Coordinators
<b>Key relationships:</b>	Executive Team Operations Team Catering and AV partners Wero Team



## Purpose of the Role

The Due Drop Events Centre and Trillian Wero Whitewater Park are critical commercial assets of the Waka Pacific Trust, generating sustainable profit in support of community outcomes, particularly for South Auckland youth.

The Event Manager is accountable for the hands-on delivery of a diverse portfolio of events, supporting venue utilisation and event revenue outcomes through effective planning, pricing discipline and delivery. The role balances commercial performance with community obligations, while ensuring operational excellence, strong service standards, effective risk management and continuous improvement.

## Key Accountabilities

### *Venue Utilisation and Commercial Performance*

- Contribute to and implement approved strategies to maximise venue utilisation across corporate, private, public, ticketed and community events.
- Build and manage a balanced events calendar that supports revenue outcomes while integrating school programmes and community activity.
- Directly manage and deliver a busy portfolio of high-value, high-profile or complex events.
- Apply approved pricing, discounting and booking frameworks, ensuring date allocation aligns with commercial targets and escalating exceptions in line with agreed approval processes.

### *Sales Support and Industry Engagement*

- Support the GM Sales at trade shows, client hosting and other industry events as required.
- Contribute to business development through attendance at client functions, promotional activities and industry engagement.
- Apply sound commercial judgement in quoting, packaging and negotiating events, converting enquiries to confirmed bookings within approved parameters.
- Contribute through effective quoting, negotiation and conversion within agreed frameworks.

### *Community Integration*

- Work closely with the GM Community to ensure school and community programmes are seamlessly integrated into the venue schedule.
- Maintain an appropriate balance between commercial bookings and community commitments.
- Escalate enquiries with sponsorship or community implications as required.

## Events Leadership and Delivery

### *Operational Excellence*

- Lead and manage the Events coordination team while delivering the end-to-end planning and delivery of events, ensuring clear scope, timelines, resourcing and accountability for each stage of delivery.
- Oversee daily and weekly workload allocation across the Events team, proactively managing capacity and peak periods, while supporting team wellbeing and sustainable ways of working.
- Ensure effective coordination across internal teams and external partners to support seamless event delivery.

- Maintain scale-appropriate on-site visibility for live events, supporting Guest Experience Managers with escalation and oversight to protect client experience and venue reputation.

### *Service Standards*

- Establish and maintain clear service standards for event planning, on-site delivery and post-event processes across the coordination team.
- Review, check and formally sign off key event documentation, including event schedules, floor plans, safety plans, ticketing details and client deliverables, ensuring accuracy, completeness and readiness to proceed.
- Provide quality assurance oversight through active review of systems, paperwork and event set-ups, intervening early where standards are not met.
- Provide day-to-day people leadership, including coaching, guidance and feedback, to support individual performance, capability uplift and professional development.

### *Event Ticketing*

- Approve all ticketing set-ups prior to tickets going live, ensuring accuracy of event details, pricing, seating layouts, accessibility requirements, ticket limits and on-sale timing.
- Maintain full oversight of ticketing builds, including review of all set-ups before public release.
- Ensure ticketing aligns with contractual terms, venue capacity, safety requirements and approved event configurations.
- Approve post-event ticketing reconciliations, including attendance reporting and final ticketed revenue confirmation.

### *Risk, Health and Safety*

- Oversee health, safety and security planning for events in line with venue policies and legislative requirements.
- Ensure event safety plans and floor plans are reviewed, approved and escalated to the GM Health and Safety where required and within agreed timeframes.

### *Financial Compliance and Reporting*

- Ensure events comply with contracted payment terms, including pre-event invoicing requirements.
- Oversee the Events team's follow-up on overdue invoices, escalating payment risks or delays to the COO as required.
- Ensure event-related financial data is accurate, complete and submitted promptly for reporting and reconciliation.
- Operate within agreed financial delegations and commercial frameworks, with overall commercial ownership retained by the COO.

### **Core Responsibilities**

- Ownership of the general enquiries inbox, ensuring responses within 24 business hours and appropriate delegation.
- Oversight of proposals, contracts, deposits, pre-payments and client milestones.
- Approval of ticketing contracts, event floor plans and safety documentation within delegated authority.
- Maintenance of accurate event data and statuses in Momentus Elite, including post-event archiving.
- Preparation of daily activity reports for the CEO, COO and GM Sales.
- Attendance at internal sales and events planning meetings as required.
- Maintain effective communication across internal teams and external partners.
- Undertake other reasonable duties as required by the CEO, COO or delegate.