



# Job description

Haere mai

This job description is your go-to place for all the ins and outs of this role at Internal Affairs

## Event Coordinator

### National Library, Information and Knowledge Services

The purpose of the National Library is to enrich the cultural and economic life of New Zealand and its interchanges with other nations. Te Tiakiwai Conference Centre is at the heart of the National Library which celebrates New Zealand history, creativity and heritage. It is a key public facility offering unique experiences for whole day or multi-day events.

The Event Coordinator works closely with the Business Development Specialist and the Team Leader Operations to translate sales leads into high-quality event experiences for customers of the National Library's Te Tiakiwai Conference Centre.

- **Reporting to:** Team Leader Operations
- **Location:** Wellington
- **Salary range:** Delivery E

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### What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation.

In other words, it's all about helping to make New Zealand better for New Zealanders.

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### How we do things around here – our principles



#### We make it easy, we make it work

- Customer centred
- Make things even better

#### We're stronger together

- Work as a team
- Value each other

#### We take pride in what we do

- Make a positive difference
- Strive for excellence

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### Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.



Te Tari Taiwhenua  
Internal Affairs

What you will do to contribute	As a result we will see
<p><b>Sales Administration</b></p> <ul style="list-style-type: none"> <li>• Receive, record and respond to inbound sales enquiries</li> <li>• Work with the client and Business Development Specialist to determine specific event objectives</li> <li>• Prepare and issue proposals including requirements, purpose and origin of enquiry</li> <li>• Coordinate events-related agreements including client contact sheet, contract, deposit invoice and receipt and internal check list recording accurate sales and event information</li> <li>• Work with Business Development Specialist to follow-up enquiries to turn opportunities into sales and to gather feedback on the Te Tiakiwai Conference Centre offering</li> </ul>	<ul style="list-style-type: none"> <li>• Sales enquiries are accurately recorded on the day they are received</li> <li>• Sales leads are converted into Conference Centre bookings</li> <li>• Accurate and timely documentation supports successful event scheduling and coordination</li> <li>• Venue booking agreements, invoicing and payment are managed efficiently</li> </ul>
<p><b>Event Planning</b></p> <ul style="list-style-type: none"> <li>• Develop and prepare event schedules and execution plans</li> <li>• Monitor and manage event and venue bookings schedules</li> <li>• Obtain quotes and confirm delivery of services such as catering, security, AV and other technical resources</li> <li>• Liaise with Team Leader Operations to identify and organise event staffing requirements</li> <li>• Maintain regular and timely communication with customers, technical suppliers and caterers to ensure complete and accurate event information, noting all agreed changes</li> </ul>	<ul style="list-style-type: none"> <li>• Plans are comprehensive and agreed with the Public Programmes Operations Team</li> <li>• Clients experience excellent customer service and their conference or event needs are understood</li> <li>• External service providers experience positive relations with the National Library</li> </ul>
<p><b>Event Coordination and Delivery</b></p> <ul style="list-style-type: none"> <li>• Undertake efficient and effective on-site operational event organisation including: event set-up/take-down; logistical tasks; appropriate staffing is in place</li> <li>• Work collaboratively with the Operations Team to allocate activities and ensure all tasks are carried out effectively and events run smoothly</li> <li>• Meet and greet clients on the day of the event and hand over to the Operations Team</li> <li>• Ensure presenters' needs are met; manage and trouble shoot issues</li> <li>• Assist the Operations Team to deliver large, significant or high profile events</li> </ul>	<ul style="list-style-type: none"> <li>• Conferences and events run smoothly and to plan</li> <li>• Clients expectations are exceeded</li> <li>• Problems are addressed swiftly and professionally</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Quality Assurance and Continuous Improvement</b></p> <ul style="list-style-type: none"> <li>• Coordinate post-event evaluation documentation</li> <li>• Work to resolve any complaints received and escalate to Manager Public Programmes as appropriate</li> <li>• Request referrals from satisfied clients as appropriate</li> <li>• Work together with Team Leader Operations and Business Development Specialist to debrief noting instances of service excellence or opportunities for improvement</li> <li>• Document and share intelligence and insights gathered from clients to assist with development of Conference Centre packages and the overall offering</li> </ul>	<ul style="list-style-type: none"> <li>• Te Tiakiwai Conference Centre becomes known for excellence in the conference and events sector</li> <li>• The Public Programmes team work collaboratively and respond to the market</li> </ul>
<p><b>Health and safety (for self)</b></p> <ul style="list-style-type: none"> <li>• Work safely and take responsibility for keeping self and colleagues free from harm</li> <li>• Report all incidents and hazards promptly</li> <li>• Know what to do in the event of an emergency</li> <li>• Cooperate in implementing return to work plans</li> </ul>	<ul style="list-style-type: none"> <li>• A safe and healthy workplace for all people using our sites as a place of work.</li> <li>• Health and safety guidelines are followed</li> </ul>

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	Manager, Public Programmes	✓	✓	✓	✓		✓
	Team Leader Operations	✓	✓	✓	✓		✓
	Business Development Specialist	✓	✓	✓	✓		
	Public Programmes Staff	✓	✓	✓	✓		
	Other DIA staff			✓	✓		
External	Conference clients	✓	✓	✓	✓		✓
	Professional conference organisers	✓		✓	✓		✓
	Contractors and suppliers	✓	✓	✓	✓		

Your delegations	
Human Resources and financial delegations	Z
Direct reports	Nil

Your success profile for this role	What you will bring specifically
<p>At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is <a href="#">Valued Contributor</a>.</p> <p><b>Keys to Success:</b></p> <ul style="list-style-type: none"><li>• Customer Focus</li><li>• Continuous improvement</li><li>• Teamwork and peer relationships</li><li>• Action oriented</li><li>• Self-development and learning</li><li>• Functional and technical skills</li></ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"><li>• Proven track record organising and delivering end-to-end whole day and multi-day events</li><li>• Experience organising high quality conferences or hospitality events an advantage</li></ul> <p><b>Knowledge:</b></p> <ul style="list-style-type: none"><li>• Knowledge of the conference and events market</li><li>• Appreciation for the work of the National Library which celebrates New Zealand history, creativity and heritage</li><li>• Knowledge of te reo Māori me ona tikanga Māori desirable</li></ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"><li>• Demonstrated skills in event scheduling, planning, logistics and delivery</li><li>• Excellent interpersonal and communication skills</li><li>• Excellent organisation and time management skills</li><li>• High level of proficiency in the use of standard application software such as the Microsoft Office Suite</li><li>• Negotiation and persuasiveness skills</li><li>• Strong customer focus</li><li>• Ability to keep calm under pressure</li></ul> <p><b>Other requirements:</b></p> <ul style="list-style-type: none"><li>• A tertiary qualification in relevant field such as hospitality management or equivalent relevant experience</li><li>• A flexible approach to work hours is necessary</li></ul>