



## Position Description – Events and Facilities Assistant (Casual)

**This position reports to:** Senior Advisor Community Events (and Funding)  
**Career Level:** 8

### Position purpose:

The role of Events and Facilities Assistant (casual) is to assist staff with preparing for, delivering, and packing down Council delivered events, venue hires and programmes from a range of public facilities and reserves. In some instances, this role will be required to bolster staffing capacity in short term or to assist with seasonal activities. Individuals in these roles may prioritise available shifts according to their preferred days / time and location. Council’s operational requirements are 7 days per week, days and evenings across Selwyn district.

**Direct reports:** Nil                      **Indirect reports:** Nil

### The key areas of responsibility include;

<b>CUSTOMER SERVICE - Delivery of excellent customer service and response time</b>	<ul style="list-style-type: none"> <li>• Greeting guests as they arrive and showing guests where they need to be and for what</li> <li>• Responding to customer enquiries and concerns in a professional, courteous, and timely manner</li> <li>• Delivering information about facilities and events</li> <li>• Handling customer issues appropriately</li> <li>• Assisting customers to access necessary materials / resources.</li> <li>• Provide friendly and professional reception services</li> </ul>
<b>OPERATIONS – Delivery of a well-timed, seamless and professional delivery of an event, venue hire or programme</b>	<ul style="list-style-type: none"> <li>• Assist with logistics that ensure the people, place and equipment are set up in the right place for a planned event, venue hire or programme</li> <li>• Assist with a broad range of activities from small scale to large scale events, venue hires or programmes.</li> <li>• Setting up, testing and packing down equipment, seating and tables in a safe manner that complies with relevant guidelines / policies.</li> <li>• Assisting with serving food / catering and or drinks / refreshments if required</li> <li>• Act as a liaison point for suppliers/ deliveries</li> <li>• Undertaking cleaning duties to keep area clean and hygienic.</li> <li>• Resolving technical issues and troubleshooting</li> <li>• Maintaining and setting up equipment, checking equipment is not damaged and is safe for use.</li> </ul>

- Supervising customers using equipment to ensure equipment is used appropriately.
- Helping supervisor / instructor / performers with setting up and delivery issues
- General tidying up duties

**ADMINISTRATION / HEALTH AND SAFETY - Events, venue hires and programmes take place in a professional and timely and safe manner**

- Undertake administration tasks as required, including, but not limited to ticket sales/ issuing, processing orders, filing and cataloguing
- Administer bookings and sales of products and services associated with facilities and events
- Assist with any health and safety incident that arises, in accordance with relevant policies and guidelines
- Monitor safety and security

## Deliverables

### Big Picture

- Have awareness of strategies, contribute to plans and KPIs for self, team and other teams as required
- Stay up to date with legislation and practices as appropriate to role
- Understand the intent/ethos of local government and the services provided by other parts of the Council
- Stay informed of organisational activities and decisions through being attentive to communications
- Show understanding and commitment to Te Tiriti o Waitangi (The Treaty of Waitangi) principles, know how these Principles are relevant to your work

### Performance

- Achieve performance goals and expectations and follow leadership instruction on time and to a high standard consistently
- Report on progress to plan, and against own KPIs
- Take an active role in own goal setting, learning and development
- Correctly and appropriately use technology as required for role, including new technologies
- Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment
- Comply with all legislation and Council policies
- Set a positive example for punctuality, attendance and work ethic

### People & Culture

- Act in ways that align with and promote Council values
- Be a positive and constructive team member
- Collaborate on cross team/discipline projects and teams as required
- Constructively and successfully adapt to changes
- Take positive actions to keep self and others physically and psychologically safe and well
- Attend, be prepared for and engage constructively in all meetings
- Deliver exceptional customer service consistently (make every interaction count)
- Build effective, sustainable relationships at all levels
- Have consistently positive interactions externally with customers and clients and with Council staff, Community Boards and Elected Members (as required for role)

Be a good  
human

Be brave – think  
differently

Better  
together

Make it happen  
for Selwyn

 Selwyn  
DISTRICT COUNCIL

**Requirements for  
all staff**

- Selwyn District Council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partner to deliver on our obligations under Te Tiriti o Waitangi.
- Take all reasonable and practical steps to ensure the health and safety of yourself and others. Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported using Vault.
- Actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policies.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Selwyn District Council policies and processes.

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**Emergency  
Management  
requirements for  
all Council Staff**

- Selwyn District Council has a legislative responsibility to respond to an adverse event occurring within our communities. As such, any staff member may be required to assist the Emergency Management Team with responding to such an event. Family circumstances and BAU roles will be taken into account. Required assistance may include:
- Coordination of emergency services and lifeline providers within the community during a civil defence emergency or adverse event.
- Respond to civil defence emergencies or adverse events wherever possible and if it is safe to do so.
- Participate in any required Civil Defence exercises to ensure that essential services are maintained.

## Authorities

- Authorised to commit the Council to a course of action by signing external correspondence within approved delegation levels. For courses of action which will exceed the delegation levels, this must be done in conjunction with your manager.
- Comply with all other relevant sections of the Delegations and Policies manuals and their amendments.

## Skills and Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>• Experience working in a customer service environment</li> <li>• Experience in organising and delivering an event / project</li> <li>• Effective listening and communication skills</li> <li>• Excellent attention to detail</li> <li>• Good problem-solving skills</li> <li>• Effective time management skills</li> <li>• Customer focus / desire to meet exceed customer expectations</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Health and Safety legislation and practices</li> <li>• Event management experience</li> <li>• Facility/venue operational experience</li> <li>• First-Aid qualifications</li> </ul>

## Key relationships

External	Internal	Committees/groups
Te Taumutu Rūnanga	Chief Executive	Business organisations and networks
Te Ngāi Tūāhuriri Rūnanga	Executive Leadership Team	Special interest groups and committees
Council customers	Council staff	
Selwyn residents	Mayor	
Government Agencies (incl MoE, MBIE, Work safe NZ, Ministry of Justice, Police, ACC)	Elected Councillors	
Non – Government Agencies	Elected Community Board	
	Members	

## Individual Contributor Competencies



**Eats problems for breakfast.** When faced with a new situation or setback, uses initiative and takes appropriate action.



**Does Change Well.** Is open-minded about change and prepared to adapt. Moves forward positively and constructively.



**Builds Togetherness.** Is equally open and friendly with all people, and respectful of individual differences. Works effectively in teams.



**Rocks the messaging.** Keeps those who need to know 'in the know'. Communicates clearly and appropriately.



**Tackles the tough stuff.** Prepared to constructively share an opinion and get involved in conversations on challenging matters. Takes ownership of mistakes.



**Delivers the goods.** Reliable, conscientious, disciplined and organised. Delivers to a manageable high standard consistently.



**Brings out the best.** Enjoys learning and improving their skills to be the best they can be. Embraces opportunities to identify and address development needs. Recognises and celebrates the achievements of others.



**Sets the tone.** Can keep functioning and stay calm when under pressure. Is a positive influence in the team.

## Education, Qualifications, Memberships

Essential	Desirable
<ul style="list-style-type: none"> <li>NCEA 2/Sixth Form Certificate (NZQA Level 2)</li> <li>Workplace First Aid Certificate</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>

The information contained in this position description is intended to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time, it may be necessary to consider changes to the position description in response to the changing nature of our work environment.