

Marketing and Ticketing Administrator

Co-ordinate delivery of all marketing campaigns for Forum North. Provide point of contact service for ticket sales, training, and rostering of ticket sales. Manage promotional collateral and assets.

Our Tikanga

Whanaungatanga

(fostering relationships and a sense of connection)

- We build on relationships established through shared experiences and working together.
- We get to know each other and take time to greet each other.
- We create opportunities to build relationships and share knowledge with a diverse range of people.
- We value the people around us and their unique contribution to the organisation.

Manaakitanga

(Showing respect and care for others, hospitality, kindness, and support)

- By showing manaaki we lift the mana (prestige) of all involved.
- We are part of the community and care about outcomes for external and internal customers.
- Our interactions with customers will respect and support their needs.

Kotahitanga

(Unity, solidarity, togetherness, and collective action)

- We have one shared direction, and we all work together towards achieving it.
- We will stop doing anything that strays us from the agreed path to success.
- Our processes lead us to unified outcomes for our customers.
- We speak as one voice.

Atawhaitanga

(Protection, stewardship, trust, and a responsibility for long term outcomes)

- We deliver our responsibilities in the management and sustainability of our District in a trustworthy way.
- We collaborate and establish partnerships that enhance our role in the social, environmental, economic, and cultural wellbeing of our communities.

Our expectations

As part of the Whangarei District Council we want to work as a team to deliver the best outcomes for our district. We are building our organisational culture around the principles of delivering for our customers, our organisational tikanga, working together, and focussing on outcomes rather than tasks.

That means we will:

- provide strong customer service to all our customers
- operate collaboratively as a total Council team
- deliver our services in a way that is best for the district (as opposed to best for the Council), and
- use our organisational tikanga to guide our decision making.

In short, we want you to think about what we are trying to achieve, and then work as a team to provide great services to the residents of our district.

Marketing and Ticketing Administrator – that's your primary task at Whangarei District Council. But working with us is much more than simply completing the task – it's about how you go about doing the task, how you make a difference to the organisation, the ways you work with others, and how you deliver the best services to the district.

We're continually looking at better ways of working together here at Council. We think each of us has a key role to play in making our district a great place to live. We do that by giving superb service to our customers; we do it by working together as a group; we do it by building a culture where we can all contribute our ideas; and we do it by focusing on our outcomes.

Where appropriate, we want you to be part of cross organisational teams, to bring your solutions to the table, and to work with those teams to implement them.

What you will do

- **Marketing Co-ordination**
 - Website content
 - Radio and print campaigns for venue
 - Social media management
 - Co-ordinate and allocate digital screen marketing placement for WDC.
 - Distribution of marketing material for the venue
 - Develop and distribute EDMs for venue, events and WOW.
 - Manage promotional collateral for events and venue.
- **Operational Support.**
 - Co-ordinate all ticketing for events within the venue.
 - Provide customer support for ticket sales and queries across WDC.
 - Manage Forum North ticket kiosk operations including roster and casual ticketing staff.
 - Provide regular reporting for Forum North and the Whangarei iSite on collated ticket sales data.
- **General Administration support**
 - Co-ordinate customer requests
 - Invoicing and reconciliations for events and venue.
 - Maintain events email inquiries
 - Allocating open forms

What we all do

- Demonstrate a commitment to cultural awareness in all aspects of work and development.
- Demonstrate a commitment to Council's Diversity policy in all aspects of work and development.
- Embrace training and professional development opportunities for continuing improvement.
- Undertake Civil Defence Emergency Management responsibilities if required

Customer service

- Demonstrate a "customer first" culture within the team, department and in the wider organisation.
- Act as a Customer Advocate in the team, department and in the wider organisation.
- See customer feedback as an opportunity to improve service.
- Develop partnerships within the organisation to meet customer needs.
- Contribute to the development of customer focused policies and procedures.

Health and safety

- Accurately and promptly report all accidents, incidents, and risks by the end of the working day.
- Keep yourself and others safe.
- Adhere to all Council Health & Safety policies, procedures, and guidelines.

What you will bring

- Level 5 Qualification in a Communications field OR 2-3 years' experience in administrative role with a marketing focus.
- Familiarity with CMS and CRM tools
- Demonstrated ability to communicate across relevant social media platforms
- Ability to build rapport with stakeholders and form collaborative relationships.
- Customer service experience
- Strong attention to detail

Additional Information

Financial responsibilities – Nil

Position Grade – Grade 10

Organisation Chart – see below

