

Festival and Community Events Lead

To lead the planning and delivery of a programme of festivals and community events that strengthen community connection, reflect Whangārei's unique identity, and deliver high-quality, inclusive experiences aligned with Council priorities and the Events Strategy.

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.

Festival & Community Events Lead – 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

- Lead, mentor, and support a team of two to deliver community-led festivals and events that are well planned, well attended, and supported by the community.
- Embed the principles of the Events Strategy 2025–2030 into programme planning and delivery.
- Manage the Mayoral Events portfolio, including citizenship ceremonies, Civic Honours, and the Mayor's Seniors Christmas Concert.
- Champion the "Experience Local" framework, ensuring events reflect local identity and incorporate at least three of the five experience categories.
- Develop and maintain effective relationships with iwi, hapū, community organisations, event organisers, sponsors, funding partners, regulatory agencies, and Council stakeholders.
- Lead and project manage the community and grassroots components of large-scale events and festivals.
- Provide oversight of applications, approvals, licensing agreements, and temporary road closure processes for events held on Council-owned land.
- Manage programme budgets, reporting, and performance measures in accordance with Council policy and delegated authority.
- Support the Department Manager in annual planning and strategy development for the Venue and Events team.
- Collaborate with the Marketing Programme Lead to ensure effective promotion, branding, and community engagement.
- Proactively identify and communicate risks, issues, opportunities, and key decisions, maintaining a "no surprises" approach.
- Monitor and report on event outcomes, community impact, customer satisfaction, and strategic performance indicators.
- Ensure events are delivered in accordance with relevant legislation, Council policies, and best practice, including health and safety, privacy, licensing, permitting, and other regulatory requirements.
- Role model and foster a team culture aligned with Council's Tikanga, Mission, Vision, and Values.

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 events or project management, or equivalent work experience.
- A minimum of 2yrs experience in people leadership and 3yrs experience working in event/programme management
- Strong strategic thinking with the ability to drive programme outcomes
- Strong project and budget management capability
- Experience delivering multi-event programmes
- Ability to build collaborative partnerships both internally and externally

- Proactive, collaborative, and solutions-focused approach.

Additional Information

Financial Delegation – \$10,000

Position Grade – Grade 14

Organisation Chart – see below

