

Festival and Community Events Coordinator

To coordinate 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 and Community Events Coordinator – 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

- Plan and deliver Council community events and festivals in accordance with annual work programmes and approved budgets.
- Support event management of the Mayoral events portfolio.
- Develop strong collaborative relationships with community event organisations to build capability and capacity within the local events sector.
- Ensure Council community events and sponsored events incorporate at least three "Experience Local" categories (e.g., Taste Local, Play Local).
- Coordinate WDC and "Love it Here" collateral for sponsored community events.
- Provide operational support for Council-sponsored community events and festivals.
- Process applications and licensing agreements for commercial and community markets and events held on Council-owned land, coordinating approvals across Council departments.
- Coordinate the processing of all temporary road closure applications for community events.
- Ensure Kete and other relevant information platforms are maintained with current and accurate event information.
- Develop and maintain a database of community event stakeholders.
- Support Council-sponsored community events as required.
- Monitor event expenditure and operate within approved budgets and delegated authority.
- Process purchase orders for the Festivals and Events Team.
- Prepare and provide monthly activity reports to the Team Leader.
- Gather feedback from internal and external stakeholders to support continuous improvement.
- Conduct post-event evaluations and reporting for Council community events and festivals.
- Identify opportunities to improve event processes, systems, and stakeholder experience

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 related field or equivalent work experience.
- Minimum of 3yrs experience working in events coordination or similar roles.
- Knowledge of event management principles
- Knowledge of health and safety principles
- Ability to build collaborative partnerships both internally and externally
- Excellent attention to detail
- Enthusiasm for delivery shared community outcomes
- A proactive, collaborative, and solutions-focused approach.

Additional Information

Financial responsibilities – \$5,000

Position Grade – Grade 12

Organisation Chart – see below

