

Palmerston North City Council Job Profile

Position Title	Events Team Leader
Reporting to	Manager – Community Engagement
Unit	Libraries & Community Services
Date Updated	July 2017

Values

We are committed to fostering an environment where our values of Trust, Worth, Service, and Transformation from the cornerstones of our interactions with each other and the city we serve. We believe it is essential to treat each other with respect and dignity, take responsibility for own actions, and have a positive, friendly, and professional approach.

Context

Council is committed to growing the City's reputation as a creative, exciting and vibrant place where there's always something happening and things to do.

Utilising Council's Library and Community facilities and resources, the Libraries and Community Services Unit delivers a range of services that support many of Council's strategic outcomes, especially those relating to strengthening the community and cultural sectors.

To be successful it is essential the unit must place the community at the centre of all activities, ensuring that our events, programmes and services are equitable, effective and delivered efficiently. Palmerston North's residents need to know that they will receive a consistent level of service regardless of the facility they visit; and that this same level of consistency is applied to the community groups and organisations supported by Council through our Unit.

The primary focus of all Events team members will be to act as enablers, facilitators and co-ordinators of Council's community and commemorative events, and to provide support to major regional events as required. There will also be opportunities for the team to actively develop and deliver events.

Main Purpose

The Events Team Leader supports Council's ambition for a creative and exciting city by leading a team of highly motivated, innovative and knowledgeable team members who are making a valuable contribution by:

- Facilitating a successful programme of community and commemorative events
- Supporting the community in their delivery of a wide range of events
- Maximising the opportunities to leverage off regional and city events

Responsibility for Managing Staff

This position is responsible for managing 5.5 FTE:

- Palmy Unleashed Coordinator (1FTE)

- Events Coordinator (2 FTE)
- Events Support Officer (2.5FTE)

Financial Authority

This position has financial authority as delegated by the Unit Manager

Key Areas of Responsibility

Events Management

- Ensure the successful delivery and growth of an ongoing programme of community and commemorative events
- Identify and facilitate innovative opportunities that leverage off regional and city events to add vibrancy to the city
- Support the growth of community led activations that add vibrancy to the city centre
- Develop and maintain a 'One Stop Shop' approach to ensuring the organisation's internal policies and processes fully support the effective delivery of events
- Ensure the effective management and use of Council's events collateral
- Manage the contract process to externally deliver Council's contracted events

Relationship Building & Stakeholder Management

- Build, develop, and leverage networks and relationships with key stakeholders, providers, and other organisations to develop events that are relevant to a creative and exciting city
- Support and facilitate partnership arrangements with the community and potential stakeholders that will add value to event opportunities
- Develop and maintain strong internal relationships to support the facilitation of community events

Team Management

- Lead, develop, and manage the Events team to develop, facilitate and deliver events to a very high standard
- Develop the skills and expertise of the team and enable those skills to be shared with the community
- Ensure there is a clear vision and appropriate planning and culture is in place to ensure the team is able to work in a dynamic and flexible events environment
- Support Unit activities and Council strategic outcomes through the development and delivery of Council/community events
- Actively enhance the culture of the Council through positively role-modelling and reinforcing desired behaviours and attitudes, and through presenting a consistent and unified service

***Please note:** Key areas of responsibility are likely to develop and change over the course of an employee's tenure at Council as the employee grows in skills and competencies. These key tasks and areas of responsibility are not an exhaustive list, nor will they remain static. The annual Performance, Planning and Evaluation (PPE) will supersede this job description. In addition, employees may be asked to do tasks outside of this description as and when required.*

Risk Management accountabilities for all employees

- **Council Policies and Procedures:** Ensure self and team comply with applicable council policies and procedures.

- **Environmental:** Reduce environmental impacts that may arise from work. All activities and communications must be conducted in accordance with applicable environmental laws and council policies. Promote the proactive management of environmental issues associated with conducting business.
- **Health & Safety:** Comply with Health and Safety obligations (e.g. observe and practice safe work methods, ensure your own safety and that of others, report any hazards or potential hazards immediately, use protective equipment and wear protective clothing provided where appropriate, only operate equipment that you have the necessary license and skills to operate, make unsafe situations safe or report unsafe working conditions to your supervisor, report all accidents including near misses promptly)
- **Employment Legislation:** Comply in full with employment legislation and adherence to applicable policies in the areas of employment, EEO and recruitment.

Key Relationships

Internal:

- Council staff
- Libraries & Community Services teams and staff

External:

- Event organisers
- Partnering organisations
- Community and business stakeholders

Typical knowledge, skills, and attributes

Knowledge (*qualifications and experience*)

- Relevant tertiary qualification or equivalent experience
- Proven experience in developing and leading a dynamic and innovative team is essential
- Strong experience in event development and management
- Experience in developing and maintaining community or stakeholder relationships
- Experience in event contract management

Skills and Attributes

- Proven capacity to build and maintain strong relationships, with an ability to proactively influence stakeholders for win-win outcomes
- The ability to thrive in an ongoing dynamic and challenging environment
- High degree of initiative with the proven ability to recognise opportunities, explore possibilities and deliver successful outcomes
- Genuine desire to lead, coach, manage and develop others to achieve the goals of the community, organisation, and individual
- High degree of interpersonal skills and the ability to communicate and understand a wide range of people from varying backgrounds in an effective, culturally sensitive and professional manner
- Self-motivated and self-driven while working within an ambiguous and changing environment with an ability to positively manage others through continual change
- Analytical, with the ability to identify risks and opportunities and provide common sense solutions
- Ability to create and maintain a positive team environment

Usual Hours of Work

- 40 hours per week worked between Monday to Friday. Significant flexibility outside the usual hours and days of work will be required on a regular basis to assist with events etc. Staff will be compensated with overtime payments or time in lieu for previously approved overtime in line with Council's Employment Agreements and Management Team Leave Policy.

Remuneration

- This role is graded at **GP6** on the Council's remuneration system, i.e. between **\$62,858** (85%) and **\$73,950** (100%) depending on the Manager's assessment of the skills/experience of the jobholder and any other relevant factors.
- In addition, a benefit entitlement of **3%** of base salary is available.

Other

The position may be called to work outside normal working hours in the event of a Civil Defence emergency or exercise. The job holder will be expected to participate fully in training provided for this and any other Unit activities.

Competencies

Core	
Service	Able to identify and understand customers' needs, find solutions, seek feedback and follow up on solutions.
Communication	Able to provide clear communication, seek clarification and communicate with a variety of people
Business ethics	Good understanding of and able to implement an ethical approach to work.
Information Management	Digitally able. Able to utilise the relevant computer packages used at Council, and work with a number of internet-based apps, programmes and environments
Role specific	
Leadership	Has buy-in and commitment to the vision. Has the drive to ensure that goals and projects are completed on time and to agreed standards. Models expected behaviours. Motivates and empowers staff to achieve goals and succeed. Monitors progress towards goals and takes appropriate corrective action. Actively uses empathy, emotional intelligence, self-awareness and control to manage staff, and to achieve desired outcomes.
Relationship Building	Able to build and maintain strong networks both internally and externally. Has an understanding of stakeholders' needs and the drive to deliver on commitments. Has understanding of underlying drivers at the group and individual level, and the impacts of diversity. Able to deal with and resolve conflict. Delivers on commitments. Able to develop a climate of trust with staff and stakeholders.
Decision Making	Considers risk factors in decision making. Makes appropriate decisions for the magnitude of the issue. Empowers staff to make own decisions. Makes appropriate decisions by managing and evaluating incomplete and ambiguous information. Understands the impact of decisions ensuring that decisions are consistent with strategic direction
Organisation Achievement	Pro-actively plans work cycles and identifies required resources and deliverables while utilising resources in the most effective and efficient way. Ensures that planning and action is aligned with the vision and direction of the organisation. Reports regularly on progress.
Customer Responsiveness	Customers are identified and services delivered to meet their needs. Regularly reviews and monitors services and service levels for appropriateness. Models required customer service behaviour. Considers alternative and innovative ways to deliver customer services and improving customer service.

Team Work	Able to develop both horizontal and vertical high performing teams. Is an active and contributing team player in the unit and divisional management team. Develops a strong team based culture. Establishes and models the standard for teams and teamwork. Understands team dynamics and is able to use these in building and developing teams.
Coaching and Mentoring	Takes opportunities for professional development. Actively seeks skills to coach and mentor staff. Ensures knowledge is passed on in a structured way to achieve the maximum benefit. Checks progress of those that they are coaching and mentoring.
Professional Skills	Developed a body of professional knowledge reflected by an appropriate tertiary qualification and/or equivalent experience. Knowledge base is current and regularly updated and extended. Allocates and manages resources within area of expertise.
Cultural Awareness & Sensitivity	Strong understanding and a commitment to working with the principles of the Treaty of Waitangi. Enjoys working with a diverse range of people and a proven ability and understanding to do so.