

## TE WHAKAATURAKA MAHI / JOB DESCRIPTION

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| <b>Position Title</b> <i>Te tūraaka mahi</i> : Events and Operations Co-ordinator            | <b>Area</b> <i>Te Tari</i> : Marketing<br>Communications and Engagement |
| <b>Reports to (title)</b> <i>Ka whakaratatia e</i> : Marketing Communications and Engagement | <b>SP10 placement</b> : D Band  |

### Primary purpose *Te take matua*

To work in partnership with the organisation using a proactive approach, supporting and coaching in line with Otago Polytechnic and Te Pūkenga's strategic goals and objectives.

The Marketing, Communications, and Engagement (MCE) function plays a key role in strengthening Otago Polytechnic's brand, driving enrolments, and fostering community connections. It achieves this through strategic marketing, communications, events, community engagement and partnerships. By providing centralised support, MCE helps colleges effectively promote their programmes, ensuring a consistent brand presence that contributes to the organisation's strategic goals.

In this role, you will apply your marketing operations experience to support the MCE team in delivering timely, efficient, and professional event and marketing communications, with a strong focus on workflow production, event coordination, and handling administrative tasks to ensure the team operates smoothly and achieves its objectives.

### Key responsibilities/accountabilities *Ko ngā takohaka matua / ko kā kaweka matua*

In order of importance, state the major responsibilities / accountabilities of the position and what is achieved

| Key responsibilities / accountabilities<br><i>Ko ngā takohaka matua / ko kā kaweka matua</i> | Outcome<br><i>Kā hua</i>  |
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| Marketing, Liaison and Events Management and Coordination                                    | <ul style="list-style-type: none"> <li>Planning and coordination of Otago Polytechnic recruitment events from end to end, such as Otago Open Day, Student Taster Days, and Student Showcase, including logistics, stakeholder liaison, promotional materials, event set up and take down, printing collateral</li> <li>Regular updates to both internal and external partners ensuring projects are being completed in a timely manner with consistent communication throughout.</li> <li>Coordination support provided to Liaison Advisors including event coordination, student ambassador contract paperwork, and the booking of pool cars for external engagement visits</li> <li>Build relationships and confidently advise key stakeholders and event owners on how to achieve their event goals and outcomes</li> <li>Develop events concepts, timelines and ensure event budgets are monitored and reported to Formal Leader</li> <li>Monitoring and responding to enquiries that come into the Liaison email inbox</li> <li>Maintain external stakeholder databases and external contractor</li> </ul> |

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|  | <p>lists</p> <ul style="list-style-type: none"> <li>• Maintain an events equipment booking service for banners, tablecloths and other OP material</li> <li>• Internal Otago Polytechnic media advertisement bookings</li> <li>• Manage the printing of branded publications and collateral</li> <li>• Support photography and videography shoots coordination with internal teams and external contractors</li> <li>• Oversee Otago Polytechnic branded merchandise, including stock taking, re-ordering and storage system coordination, and vendor ecommerce payment platform</li> <li>• Keep up to date with event and engagement tools and activity – including online options</li> <li>• Produce post event reports for key stakeholders, including event outcomes and areas for improvement.</li> <li>• Liaise with partner event coordinators and other relevant industry contacts to drive best practice recruitment activity</li> </ul>  |
| Team Administration and Finance  | <ul style="list-style-type: none"> <li>• Raising Purchase Orders and Invoicing occurs in alignment with required timelines</li> <li>• Team expenses and Credit Card reconciliation processes are administered effectively</li> <li>• Team travel bookings follow organisational process</li> <li>• Contractors onboarding and timesheet collection is completed, contractor expenses are verified and paid</li> <li>• New staff induction and training plans are organised</li> <li>• Assistance provided to prepare team reports, presentations and other documentation</li> <li>• Customer service task logging dashboard is monitored daily, requests responded to, and tagging/forwarding takes place</li> <li>• Vendors are communicated with regarding office maintenance and stationery ordering</li> <li>• Positive records management practices are fostered, and team files are maintained to a high standard</li> <li>• Organise team meetings, training and other events, associated, room bookings, catering and minute taking</li> <li>• Administration of recruitment and co-ordination of Student Ambassadors in conjunction with People and Culture Department and Liaison Advisors</li> </ul> |
| Observe principles and practices of Equal Employment Opportunity and Diversity   | <ul style="list-style-type: none"> <li>• Fair treatment in the workplace is delivered and observed</li> </ul>   |
| Fulfill Safety and Wellbeing responsibilities, accountabilities and authorities as outlined in Otago Polytechnic Safety and Wellbeing Policies   | <ul style="list-style-type: none"> <li>• Achievement of a healthy and safe work and learning environment</li> <li>• New and existing hazards will be pro-actively identified and managed</li> <li>• Incidents, accidents and occupational illnesses immediately reported</li> <li>• Safe work methods will be adhered to including the use of Personal Protective Equipment</li> </ul>  |
| Fulfill Information Management responsibilities, accountabilities and authorities as outlined in Otago Polytechnic Information Management Policy | <ul style="list-style-type: none"> <li>• Create, maintain and store full and accurate records of activities, transactions, and decisions carried out in the course of daily business.</li> <li>• Records are to be disposed of only when legally authorised to do so, as per Disposal Authorities: DA424 and GDA 6 and 7</li> <li>• Otago Polytechnic records are not to be created or maintained in any personal or private cloud storage services (e.g. DropBox)</li> </ul>   |

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| Demonstrate organisation's values on a daily basis | <ul style="list-style-type: none"> <li>Alignment to organisation behaviours is adhered to ensuring consistency in approach and delivery of outcomes</li> <li>Our values are consistently demonstrated.</li> </ul> |
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### Inherent Requirements:

Inherent requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job
- Meet the productivity and quality requirements of the position
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

| Key working relationships <i>Kā honoka mahi matua</i>                |   |
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| Key working relationships <i>Kā honoka mahi matua</i>                | Nature and purpose of contact <i>Te āhua me te take o te honoka</i>   |
| Director: Marketing, Communications and Engagement                   | Formal Leader. Provide timely and accurate assistance and seek instruction on a wide range of matters.  |
| Marketing, Communications and Engagement Team                        | Positive and collaborative working relationships with colleagues to build an excellent customer experience and the seamless provision of services to clients and stakeholders |
| All Schools/Colleges, Departments and Campuses of Otago Polytechnic  | Provide timely and accurate advice and information as requested.<br>Seek feedback, maintain and manage positive relationships with key stakeholders.                          |
| Contractors: including printers, designers and media representatives | Liaise with external stakeholders in a professional manner to ensure best practice outcomes for OP  |

| Decision making authority <i>Kā rakatirataka whakatauka</i>   |  |
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| Decisions expected <i>Kā whakatauka tūmanako</i>  | Recommendations expected <i>Kā taunaki tūmanako</i>  |
| Prioritisation of work load and portfolio to bring about maximum organization benefit                                 | Priorities determined  |
| Approvals in accordance with the Delegations of Authority; sign off letter of appointment and variations as required. | Decisions and Expenses approved in line with budget and delegation in a timely and accurate manner. These are as per Otago Polytechnic policies as amended from time to time |
| Position dimensions <i>Kā āhuataka tūraka</i>   |  |

List the relevant financial and staffing dimensions for which this position is accountable.

- Sales/revenue:** Nil
- Budget:** Nil
- Number of employees reporting directly:** Nil

### Selection Criteria – Knowledge & Skills *Whakariteka Kōwhiritaka - kā mātauraka me kā pūkeka*

Essential:

- Proven experience managing and co-ordinating events

- Proven understanding of financial processing
- Proven experience in the use of software programmes including Microsoft Office
- Passion for organisation and coordination including systems and processes
- Excellent communication skills and understanding of the importance of building relationships within the team and across the organisation
- Excellent written and oral communication skills
- Ability to establish priorities using sound judgement and consistently meeting deadlines

Desirable:

- Experience working in tertiary education
- Experience with data analytics, dashboards or other reporting tools

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| <b>Selection Criteria – Education and Experience</b> | <b><i>Whakariteka Kōwhiritaka - kā kuraka me kā wheako</i></b> |
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Essential:

- Tertiary level qualification in Events, Marketing or Business Administration related field, or equivalent relevant experience
- Experience in event management

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| <b>Personal Attributes <i>Kā Āhuatanga Whaiaro</i></b> |
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- Be an effective Te Tiriti o Waitangi partner by supporting the values and tikaka of mana whenua throughout your mahi
- Facilitative and collaborative leadership style
- High level of professional and ethical conduct
- Initiative, enthusiasm and a positive attitude
- Proven ability to work under pressure.
- Flexible, responsive and customer orientated manner
- Excellent interpersonal skills including the ability to assess clients' needs
- Effective time management skills and a proven ability to work to deadlines
- Excellent attention to detail and accuracy in work
- High degree of organisational skills
- Proven ability to resolve conflicting priorities
- Able to work as an effective and contributing team member
- Ability to work and communicate with a wide range of people

This position description outlines the key accountabilities/ responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.