

Position Description

POSITION	: Casual Venue Staff
REPORTS TO	: Operations Manager
EMPLOYMENT TYPE	: Casual
LOCATION	: Te Puna Mahara Cromwell Memorial Events Centre

Purpose

To support the successful delivery of events, day to day services and front of house operations across Te Puna Mahara. You will be assisting with event setup, pack out, and general operational duties like ticket sales and ushering depending on the event. This flexible role provides high-quality customer service to clients, hirers, event organisers, and attendees, ensuring a positive experience for all venue users. When required, our casual team contributes across a wide range of roles and spaces including our cinema, museum, retail shop and live entertainment spaces.

Our dynamic event staff also uphold health and safety standards, maintains security, and ensures housekeeping of public, technical and backstage areas. Additional venue, building or staffing duties may be assigned to support smooth day-to-day operations.

Our Values

Our values embody the culture of the Central Otago District Council, how we behave and how decisions are made. They are built by staff, for staff, ensuring that all employees are on the same page so we can achieve and deliver our vision.

 **Be**
Respectful
 **Work**
together
 **Be**
courageous



**Me manaaki tētahi ki tētahi, me
pakihiwitahi te tū – kia haere tahi ai tātou**

Respect each other, stand shoulder to shoulder – so that we may travel on this journey together

Principal Duties and Responsibilities

Event Operations & Logistics

- Support event logistics including venue opening/closing, cleaning, pack down, equipment reset, and room preparation
- Ensure efficient event turnover and smooth operations
- Provide ushering, ticketing, and guest flow management
- Support hospitality, cinema, and bar services as required

- Assist event organisers, contractors, and internal teams
- Set up and operate basic AV, sound, lighting, and staging equipment

Venue Setup & Presentation

- Set up event spaces to booking specifications (furniture, staging, AV, signage, décor)
- Maintain high standards of cleanliness, presentation, and readiness
- Manage pack down and restore spaces to standard layouts
- Report maintenance issues and manage waste/consumables
- Uphold housekeeping standards across all areas

Client Service & Communication

- Deliver professional front-of-house service
- Welcome guests and provide directions and event information
- Manage check-in, ticketing, and guest lists
- Respond to enquiries promptly and resolve issues effectively
- Support a positive experience for clients and audiences

Collaboration & Teamwork

- Work collaboratively with staff, supervisors, organisers, and contractors
- Communicate clearly and adapt to changing event needs
- Take direction and step into different roles as required
- Uphold manaakitanga and engage respectfully with diverse audiences
- Represent Te Puna Mahara values at all times

Health, Safety & Compliance

- Monitor environments to ensure health and safety compliance
- Identify and respond to hazards or incidents
- Support emergency procedures, including evacuations
- Follow safe manual handling practices
- Adhere to host responsibility requirements

Key Result Areas

Key result areas have been identified to assist in formulating performance objectives. The duties of the position are being carried out to a satisfactory standard when:

- Events delivered smoothly, on time, and to specification
- Reliable setup, pack down, and equipment management
- High standards of venue presentation maintained
- Strong communication and coordination across teams
- Prompt resolution of operational issues
- Consistently positive guest experience and feedback
- Compliance with health and safety standards
- Demonstrated teamwork, reliability, and flexibility
- Delivery of manaakitanga and professional representation

Delegations

Makes decisions within the authority delegated by the Operations Manager, Venue Director, Group Manager – Community Experience and the Chief Executive Officer.

Position Requirements

Experience & Skills

- Excellent customer service skills with the ability to communicate clearly and professionally with clients, hirers, event organisers, and staff.
- Desired experience in event operations, technical production, or venue support roles
- Strong organisational skills with the ability to manage multiple tasks, meet deadlines, and support quick event turnarounds.
- Experience preparing event spaces, including room setups, furniture layout, staging, and equipment configuration.
- Ability to work effectively under pressure and respond quickly to emerging operational issues.
- Good understanding of health and safety practices in an events or venue environment.
- Experience in the responsible service of alcohol preferable
- Strong teamwork skills with the ability to collaborate across operational, technical, and front-of-house teams.
- Flexibility to work evenings, weekends, and variable hours in line with event schedules.
- Physically able to carry out event duties
- NZ driver's licence (required)

Capabilities & Competencies

- **Creativity & Innovation:** Generates new ideas and approaches to engage audiences.
- **Emotional Intelligence:** Demonstrates self-awareness and empathy in diverse settings.
- **Adaptability:** Thrives in a dynamic, evolving environment.
- **Collaboration:** Builds positive relationships across teams and with external partners.
- **Initiative & Drive:** Proactively identifies opportunities and solves problems.
- **Resilience:** Manages competing demands with professionalism.
- **Attention to Detail:** Ensures accuracy in communications, reporting, and campaigns.
- **Cultural Sensitivity:** Engages respectfully with people from diverse backgrounds.

Personal Attributes

- Confident and engaging communicator.
- Strategic, organised, and able to prioritise effectively.
- Collaborative, positive, and solutions-focused.

- Innovative, proactive, and comfortable leading projects independently.
- Committed to community engagement, inclusivity, and organisational values.

Relationships

External	Internal
Venue users	CEO
Suppliers	Group Manager – Community Experience
Stakeholders	Executive Leadership Team
Community organisations	Venue Staff
Regulatory bodies	Council and Community Boards
Customer and public	