

Position Description

POSITION	: Venue Event Lead
REPORTS TO	: Venue Director
EMPLOYMENT TYPE	: Full-time, permanent
LOCATION	: Cromwell Memorial Hall & Events Centre

Purpose

The Venue Event Lead is responsible for the end-to-end planning, coordination, and delivery of events held within the venue. This includes community events, meetings, conferences, gala dinners, arts events, exhibitions, performances and corporate functions.

This is a hands-on role that maximises venue utilisation, enhances client satisfaction, and ensures seamless, safe, and successful event experiences. As an integrated member of the venue team, the Venue Event Lead co-ordinates spaces, sets up event furniture and equipment, arranges staff and suppliers to deliver events to a high professional standard.

A balance of creativity and flair with the practical logistical and admin elements of day-to-day event planning is a key part of this role.

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

Client Consultation & Sales

- Act as the primary contact for all event and booking enquiries from initial consultation through to final delivery.
- Conduct venue tours, demonstrating features, capabilities, and client options.

- Develop tailored proposals, quotes, and event packages aligned with client needs and budgets.
- Convert enquiries into confirmed bookings through professional communication and exceptional service.

Logistics and Event Planning

- Create comprehensive event plans, including production profiles, run sheets, timelines, floor plans, and seating layouts when required
- Identify and coordinate all technical, equipment, and staffing requirements (e.g., AV, staging, lighting).
- Work closely with other staff to ensure operational readiness and service alignment.
- Optimise venue layout, flow, and resources to enhance the client and guest experience.

Vendor and Supplier Co-ordination

- Source, schedule, and manage third-party suppliers such as caterers, decorators, entertainment, and equipment provider when required
- Ensure all vendors comply with venue policies, insurance requirements, health and safety standards, and delivery timeframes.

On-Site Event Delivery

- Lead and oversee event and booking setup, delivery, and pack-down including the setup of furniture, equipment and staffing
- Coordinate with other staff, including hospitality, security, front-of-house, and cleaning contractors.
- Act as the on-site point of contact for clients, guests, and suppliers.
- Resolve operational, technical, or customer-service issues quickly, calmly, and professionally.

Health & Safety Compliance

- Ensure that all hirers of the facility are appropriately inducted into the venue
- Conduct event-specific risk assessments and ensure compliance with legal requirements, including fire safety, licensing, insurance, and capacity regulations.
- Maintain incident reporting and ensure safe operating procedures are followed.
- Promote a strong health and safety culture across event operations.

Financial Oversight

- Manage event budgets, track revenue and expenses, and ensure profitability.
- Oversee accurate invoicing, payment tracking, and financial documentation.
- Support the Venue Director with forecasting, reporting, and financial performance insights.

Collaboration & Teamwork

- Work closely with programming, operations, technical and visitor experience staff.
- Support cross-functional initiatives that enhance the facility's visibility and impact.
- Contribute to a positive, inclusive, and creative workplace culture

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:

- All events and bookings are planned and executed to a high standard
- Strong client, stakeholder and partner relationships
- New events and initiatives are delivered successfully
- High level of venue utilisation and revenue growth
- A safe, compliant and professional event environment is created and maintained
- Accurate budgeting and cost control
- Increased attendance and participation in programmes and events

Delegations

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

Position Requirements

Experience & Skills

- Proven experience in events from enquiry to delivery
- Availability to work evenings, weekends, and public holidays as required.
- Ability to deliver event set up, move furniture etc if required
- Strong relationship-building skills, ideally within community or corporate partnership environments.
- Excellent written, visual, and verbal communication skills.
- Ability to manage multiple projects and deadlines in fast-paced environments.
- Strategic thinker with strong creative and analytical capability.
- Experience with venue operations including health and safety planning and implementation
- Experience working with diverse communities and stakeholder groups.
- Relevant tertiary qualification in events, arts or hospitality

Capabilities & Competencies

Client-Centred Service: Anticipates client needs and delivers exceptional service.

Operational & Technical Expertise: Strong understanding of venue operations, event logistics, AV systems, and event-management software.

Leadership & Team Coordination: Effectively leads staff and contractors to deliver well-executed events.

Communication & Relationship Building: Communicates clearly and professionally; fosters strong relationships with clients, vendors, and internal teams.

Problem Solving & Critical Thinking: Responds quickly and effectively to operational challenges.

Adaptability & Flexibility: Performs well under pressure and handles last-minute changes with composure.

Financial & Commercial Awareness: Understands budgeting, invoicing, and financial impacts.

Health, Safety & Risk Management: Applies safety standards and maintains compliance.

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.
- Physically capable of event setup and manual duties including moving furniture

Relationships

External

Suppliers
Stakeholders
Clients
Community organisations
Regulatory bodies
Customers and the public

Internal

CEO
Group Manager – Community Experience
Executive Leadership Team
Relevant Council teams and Community Boards