

# Position Description

<b>Position title:</b>	Event Services Attendant	<b>Team:</b>	Event Services
<b>Division:</b>	Tātaki Auckland Unlimited	<b>Reports to:</b>	Event Services Manager
<b>Department:</b>	Venue & Event Operations	<b>Direct reports:</b>	Nil
<b>Unit:</b>	Visitor Experience	<b>Indirect reports:</b>	Nil



**Our commitment to te ao Māori**

## Our Commitment to te ao Māori

We honour te Tiriti o Waitangi, accord value to te ao Māori (the Māori world), support kaitiakitanga and are responsive to the needs of Māori. You participate in initiatives to embed te ao Māori into the way we do things. You are willing to develop and build your own understanding and capability to contribute to the delivery of the directorate's Māori outcomes and wider organisation's vision to be responsive to the needs and aspirations of Māori as outlined in the Māori Outcomes Performance Measurement Framework –Kia ora Tāmaki Makaurau.



**Role Purpose**

## Key Purpose of Role

To contribute in a casual, permanent part-time or permanent full-time capacity to event and venue operations. Supporting food and beverage service, catering assistance and service, cash handling, EFTPOS, Point of Sale, theatre protocol / procedures, merchandise, ushering and evacuation systems to support the overall successful delivery of events and to provide manaakitanga a positive and memorable customer experience.



**Key responsibilities**

## Key Responsibilities

- Contributes to event operations as required to support the overall successful delivery of events across Tātaki Auckland Unlimited.
- Provides food and beverage service, catering assistance and service, cash handling, EFTPOS, Point of Sale functions, merchandise and ushering roles
- Adheres to theatre and venue protocol / procedures and facilitates the evacuation of the venues in the case of an emergency
- Participates in relevant projects, when necessary, with other departments on a project basis to deliver high quality innovative activities and projects as appropriate
- Maintain positive and collaborative working relationships internally and externally
- Ensure effective communication is provided to internal and external customers.
- Consistently deliver manaakitanga principles, providing a positive and memorable customer experience.

## Organisational Obligations

- Action the organisation's good employer obligations and equal employment bicultural policies and practices.
- As an employee of the organisation, you are required to be associated, as required, with Civic Defence Emergency Management or any exercise that might be organised in relation to this organisation function.
- Promote a safe and healthy workplace by undertaking responsibilities as outlined in the organisation's health and safety policy and procedures.
- Promote activities and initiatives that assist the organisation achieve its vision and mission.
- Promote one-organisation initiatives and action these service characteristics.


	<ul style="list-style-type: none"> <li>As an employee of the organisation you are required to familiarise yourself with and comply with all organisation policies, including but not limited to, the organisation's Code of Conduct.</li> </ul>
 <p>Outcomes</p>	<p><b>Delivery of Events</b></p> <ul style="list-style-type: none"> <li>Events run smoothly</li> <li>Patrons are greeted and seated in a timely manner and in accordance with theatre protocol</li> <li>Patrons are served in a friendly and timely manner</li> <li>Evacuation procedures are carried out competently as per the training</li> <li>Cash up is performed accurately</li> <li>Projects delivered to required objectives</li> <li>Positive working relationships are maintained and developed</li> <li>Projects delivered to required objectives</li> <li>Auckland Unlimited meets its obligations as an employer</li> <li>Auckland Unlimited's reputation is enhanced within the community</li> <li>Health and safety requirements upheld</li> </ul> <p><b>Māori Outcomes</b></p> <ul style="list-style-type: none"> <li>You can pronounce and use basic te reo Māori in conversations. You understand, demonstrate and value the use of tikanga where appropriate.</li> </ul>
 <p>Key skills</p>	<p><b>Key Skills</b></p> <ul style="list-style-type: none"> <li>Excellent verbal communication skills</li> <li>Commitment to a high degree of customer service and manaakitanga</li> <li>The ability to think on your feet and problem solve on the go</li> <li>Numerical and cash handling proficiency</li> </ul>
 <p>Job requirements</p>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>No formal qualifications required, however a positive attitude and good numerical and literacy skills required</li> </ul> <p><b>Experience</b></p> <p>No previous experience is required, but the following can be beneficial:</p> <ul style="list-style-type: none"> <li>Experience in theatre or hospitality</li> <li>Customer Service experience</li> <li>Experience as a casual Event Service Attendant or similar is preferable (for permanent roles)</li> </ul>
 <p>Key Relationships</p>	<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>Event Supervisors</li> <li>Duty Operations Mangers</li> <li>Event Services Managers and Manager Venue Services Operations</li> <li>Other operational departments</li> </ul>

**Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned job. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the

incumbent. From time to time, employees may be required to perform duties outside of their normal responsibilities as needed.

Approving manager:	Version date:
David Bavage Kaiwhakahaere Manaakitanga - Head of Visitor Experience	14.012.22

 Job framework	Job function:	Job family:	Job:	DFA
				<b>Budgeted:</b> <ul style="list-style-type: none"> <li>• Opex:</li> <li>• Capex:</li> </ul> <b>Unbudgeted:</b> <ul style="list-style-type: none"> <li>• Opex:</li> <li>• Capex:</li> </ul>