

Position Description

Title:	Wedding and Venue Coordinator	Reports To:	Senior Manager – Tourism & Commercial Events
Directorate:	Enterprise, Finance, Property Services & Development	Direct Reports:	nil
Status:	Permanent, Full-time	Date:	July 2025

About The Museum

Tāmaki Paenga Hira Auckland War Memorial Museum is New Zealand's largest museum, caring for more than 4.5 million taonga. We are Auckland's home of commemoration, New Zealand's oldest research institution, an education facility, and a major tourism destination. We employ approximately 280 people and have over 300 volunteers who kindly donate their time to us.

We offer a rich and fulfilling work life where we embrace diversity and nurture our bicultural capability as demonstrated in our Teu le Vā and He Korahi Māori strategies. We also offer a great range of benefits such as flexible work and leave, Insurances, and an award-winning wellbeing programme.

Purpose & Context for the Role

As an organisation heavily reliant on rate-payer funding, and with a key driver to create a strong and sustainable foundation, we need to build up our self-reliance and sustainability by generating our own revenue.

As core revenue streams the commercial events and tourism functions must achieve revenue and profitability targets as we drive for increased sustainability.

We are dedicated to delivering an exceptional visitor experience in the competitive venue hire market, while upholding our vital role as kaitiaki of the Museum and its treasured collections.

To support this, we are seeking a Wedding and Venue Coordinator to expertly manage supplier coordination and provide trusted guidance to both internal teams and external clients.

This role holds primary responsibility for coordinating all external and internal events within the Museum's spaces, from weddings and social gatherings to corporate functions, ensuring seamless execution from setup through to pack down. Additionally, the Wedding and Venue Coordinator will manage the entire wedding enquiry process end-to-end, from initial inquiry through to sale and successful delivery.

A key aspect of this position is maintaining strict adherence to health and safety standards, operational protocols, and the careful preservation of the building and its collections, while always ensuring clients' expectations and event goals are met with excellence.

This role offers expert operational guidance to clients, ensuring all suppliers adhere to established guidelines before, during, and after each event. It is also responsible for maintaining the venue spaces to the highest standards, fostering strong ongoing relationships with suppliers at the operational level, and overseeing the management of event-related costs.

Accountabilities

Key Tasks:	Expected Results:
Delivery of External Commercial Events	<ul style="list-style-type: none"> • Conduct site inspections with prospective and existing clients as needed. • Coordinate all suppliers and associated businesses for seamless venue access and operation, ensuring compliance with agreed quality standards. • Prepare comprehensive event run sheets for timely distribution to all stakeholders. • Manage client and supplier communication leading up to each event to capture and confirm all essential details. • Oversee clients and suppliers during the pre-event and event phases to ensure smooth execution. • Facilitate supplier induction into the Museum's Health, Safety, and Security protocols, ensuring ongoing compliance. • Enforce adherence to Health, Safety, Security guidelines, and Integrated Pest Management protocols throughout all stages of the event. • Maintain clear and effective internal communication to keep relevant departments informed of event impacts and required contributions. • Ensure accurate recording and integration of all customer booking and event history data into the Museum's database. • Take full responsibility for event day logistics to guarantee flawless operation. • Foster and maintain strong relationships with accredited and recommended suppliers.
Delivery of Internal Museum Events	<ul style="list-style-type: none"> • Coach and support team members throughout the event planning process to ensure all events meet established quality standards. • Lead the delivery of large-scale internal events as required. • Ensure strict compliance with Health, Safety, Security guidelines, and Integrated Pest Management protocols before, during, and after each event.
Co-Management of General Event Operational Tasks	<ul style="list-style-type: none"> • Develop, implement, and maintain systems that ensure efficient and effective delivery of events, consistently meeting agreed quality standards.

	<ul style="list-style-type: none"> • Monitor all event activity holistically to identify factors affecting revenue, surplus, visitor experience, or operational delivery, and proactively recommend solutions. • Lead regular meetings with contracted suppliers to confirm alignment with operational requirements. • Participate in additional projects and duties as assigned by the Senior Manager – Tourism & Commercial Events.
Wedding Sales	<ul style="list-style-type: none"> • Respond promptly to wedding enquiries by providing information, quotations, venue availability, and qualifying leads. • Conduct venue site visits for prospective and confirmed clients, as well as client suppliers when required, documenting outcomes and necessary actions. • Manage the conversion of wedding sales, including preparation and issuance of contracts and sales invoices, and briefing operational teams accordingly. • Prepare monthly analysis and reporting on portfolio progress and results. • Maintain strong client relationships by managing expectations, specific requirements, and ensuring smooth operational delivery—including Health & Safety compliance within the Museum environment. • Follow established processes and systems to guarantee effective delivery of commercial events and weddings to agreed quality standards. • Actively gather and provide feedback from wedding clients and marketing intelligence to collaborate with the Senior Manager – Tourism & Commercial Events on market development opportunities.

Important Relationships

External:

- Prospective clients and existing venue hire clients
- Contracted and non-contracted suppliers of services and goods
- Catering, audio visual, and security suppliers
- Other suppliers of goods and services to events
- Cultural organisations and societies

Internal:

- Building Facilities
- Health, Safety and Security
- Service Delivery
- Learning and Public Programmes
- Visitor Services
- Brand & Customer Engagement
- Finance

- Technology and Digital
- Tourism and Commercial Events
- Head of Commercial

Our Expectations of our People

Ensure a healthy and safe work environment

- Takes reasonable care of their own health and safety and ensures that their actions don't cause harm to themselves or others.
- Complies with any reasonable instructions, policies or procedures on how to work in a safe and healthy way.
- Understands and adheres to emergency and evacuation procedures.
- Speaks up about health and safety matters that could affect them or their workmates
- Actively participates in hazard identification and reporting
- Makes suggestions on how to improve health and safety at work.

Cultural awareness

- Proactive awareness and engagement with a wide range of cultures and associated protocol and traditions within Auckland, with particular reference to the Māori Dimension (He Kōrahi Māori) and Pacific Dimension (Teu le Vā);
- Understands and demonstrates the principles and application of the Treaty of Waitangi and the implications for the work of the Museum.
- Demonstrates a thorough understanding of the Museum's specific obligations in Auckland's cultural landscape and actively contributes to its evolution from a colonial institution to a future museum.

Digital capability

- Almost every role at the Museum depends upon technology to fulfil its purpose, we also use technology to create, store, protect, use, and share our digital assets. All Museum workers are responsible for the appropriate use of technology, compliance with all cybersecurity instructions, and the wellbeing of our digital assets.

Develop self for current and future employment

- Knowledge and skills are developed and maintained for competent performance of current position.

He Waka Eke Noa – Values & Behaviours

He Waka Eke Noa describes our unique identity and how He Korahi Māori and Teu Le Vā underpin how we think, act, and feel as employees of Auckland Museum. It is a leadership competency framework which sets out how we lead, behave and work with each other, our visitors, and communities.

- Authentic – Understanding our purpose, practicing our values, leading with our hearts
- Customer Centred – Creating memorable positive experiences for each other our audiences
- Respectful – Honouring each other, valuing our differences
- Connected – Connected to each other, our work, and our communities
- Growth Mindset – We treat challenges as opportunities

Core Competencies Required - Individual

Generosity

- Displays goodwill towards colleagues and assumes the best of them, letting it go with mistakes are made and giving people another chance.

Customer-Centred

- Is always ready to share with and help others, even if they need to go out of their way.

Resilience & Optimism

- Doesn't give up when faced with challenges; remains realistic, and hopeful.

Connected

- Exemplifies a mahi tahi approach and cooperates with others to benefit the whole.

Respectful

- Is committed to divesting themselves of colonial views and interpretations of people and taonga, values indigenous work views and knowledge.

Accountable

- Holds themselves accountable for their performance, is open to feedback and asks for it.

Inclusive

- Respects that people are free to be themselves and express their identities.

Additional Competencies Required for this Role

Success in this role requires the following additional competencies.

Integrity & Trust (Authentic) –

- Leads with integrity (tika me te pono) and care (aroha) for each other. Acts as an advocate and ambassador for the Museum at work and in life.

- Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent themselves for personal gain.

Customer Focus (Manaaki) –

- Relates well to all kinds of people and approaches tense situation by keeping the visitor experience in mind.
- Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

Patience (Inclusive) –

- Respects that people are free to be themselves and express their identities.
- Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established process.

Approachability (Collaboration) –

- Exhibits body language consistent with warm and inclusive communication.
- Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.

Skills & Experience Required for this Role

Success in this role requires the following foundations.

- Three-year minimum experience in the event management or hospitality industry in a customer facing event-orientated role, preferably in a hotel or venue. Experience in working in the wedding market would be advantageous
- Strong commercial acumen
- Excellent computer skills, including all Microsoft applications (Word, Outlook, Excel and PowerPoint)
- Strong organisational skills and ability to prioritise work according to agreed deadlines and targets
- Exceptional clear written/verbal communication style and problem-solving skills
- Skills, knowledge and experience in supervising teams

- Demonstrated high level of commitment to the provision of exceptional customer service
- Ability to quickly assess client's needs and to adapt style to audience
- Ability to confidently and assertively convey ideas, feelings and decisions to management, clients, customers and staff
- Ability to think laterally and to make sound decisions quickly
- Exceptional planning / project management skills with ability to gauge wider impact across the organisation
- Ability to remain calm, focused and effective in challenging situations
- Ability to establish effective personal and working relationships and contribute to team building
- Ability to work outside of normal business hours, including weekends, evenings, and Public Holidays

Personal Attributes Required for this Role

Success in this role requires the following attributes.

- Committed to contribute to success of the entire team
- Responsive to multi-cultural needs
- Resilient and trustworthy
- Curious by nature (asks lots of relevant questions)
- Ability to work alone – must show initiative and be self-starting
- Excellent standard of personal presentation and maturity to represent the Museum in a professional manner
- High attention to detail, be reliable, honest and trustworthy with a professional approach
- Desire to work in a fast-paced and lively organisation
- Holds a passion for dynamic museums and for working in a cross functional team environment
- Open to engagement with people from diverse backgrounds
- Committed to our policies relating to gender equality
- A very high level of commitment to the provision of exceptional customer service.

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