

ROLE SUMMARY

Role title:	Event Advisor
Reports to:	Event Planning Manager
Direct reports:	Nil
Date:	February 2026
Purpose of role:	<p>The Event Planning Team works in partnership with our clients and the wider Venues Wellington team, to ensure events are well planned, well executed, and highly successful. Creating the best experience for our clients and guests every time.</p> <p>The Event Advisor is responsible for providing event planning and coordination services to ensure the successful delivery of events in Wellington Venues.</p>

ROLE DESCRIPTION

Key responsibilities: specific actions, tasks or areas of responsibility this role will oversee.

Area of responsibility	Actions/Tasks
Event planning & coordination	<ul style="list-style-type: none">• Plan, coordinate and support the successful and effective delivery of our performance, exhibition, conventions and events offering across all venues, including the timely development of comprehensive event sheets• Manage and grow relationships with clients, staff, suppliers and other stakeholders to facilitate the successful implementation of WellingtonNZ's event portfolio• Work with the Performance Events team and the Business Events Team to deliver a seamless experience in relation to performance event activity• Develop a strong working knowledge of all WellingtonNZ venues to ensure best advice and options can be presented to clients• Design and maintain event floor plans; and participate in training opportunities on the Visio software; to ensure all suppliers and teams can effectively deliver on event requirements• Manage the client relationship to ensure both parties meet all contractual obligations• Undertake post-event reconciliations and settlements• Adhere to and ensure team members adhere to our standard operating procedures while being willing to offer ideas and new initiatives that may improve business processes and customer delivery.• Work with clients, technical partners and suppliers to ensure required health, safety and compliance documentation is provided in a timely manner in line with Venues Wellington's requirements.• A sound understanding of health and safety legislation, with the ability to guide clients on their obligations as required• Basic understanding of industry and health & safety terminology is required

Relationship and client management

- Manage clients, contractors and team members in a polite, courteous and professional manner at all times and be prepared to roll up your sleeves and do whatever is required, in a safe manner, to meet the needs of our customers and their deadlines
- Act as the primary point of contact for the client from the point of contracting through to the final delivery of the event.
- Work collaboratively across our teams and venues to develop cross-selling and up-selling opportunities that deliver enhanced value to our customers and drive business profitability.

Catering coordination

- Maintain copies of all relevant paperwork and load against the event in EBMS (our event management system)
- Liaise with clients and the sales teams regarding special requirement events – i.e. Food stalls, promotional/ sponsorship offerings
- Liaise with Council licencing officers about food safety and alcoholic licencing, including sourcing letters of consent from the building landlord for special licence applications
- Ensure caterers have all event specific information as required
- Work with the Venues Operations team to ensure that all requirements are delivered to the highest of standards.

Administration

- Ensure all relevant and required information is entered in EBMS to ensure consistency of data capture and transparency of our processes
- Adhere to our standard operating procedures and policies while being willing to offer ideas and new initiatives that can improve business processes and customer delivery
- Any other reasonable tasks as required.

General

- This job description is not intended to be an exhaustive list of tasks, but to act as guide to the main duties and responsibilities of the position. Its content will be subject to regular review in conjunction with the job holder.
-

Health, safety, wellbeing and compliance

- Take an active role in identifying and mitigating any health and safety risks to yourself and others.
- While at work, take reasonable care for your own health and safety and ensure what you do does not negatively affect the health and safety of others.
- Comply, as far as you possibly can, with any instructions, policies, procedures or guidelines given by WellingtonNZ in relation to health, safety and compliance.
- Report any potential hazards or risks to health and safety or the environment as soon as is possible to take immediate action to minimise or mitigate these if it is not potentially harmful to your own health and safety.
- Initiate the necessary documentation required for offsite work (e.g. RAs) and ensure documentation is completed and signed off at least 48 hours prior to the activity beginning.

WellingtonNZ collaboration

- Maintain a “WellingtonNZ-wide” perspective with all of your work
- Consider how your role links and contributes to other areas of WellingtonNZ, and actively engage when required
- Communicate with fellow WellingtonNZ colleagues on work, initiatives and projects
- Actively collaborate and participate in WellingtonNZ-wide initiatives and projects.

Job outcomes: visible and measurable evidence of success in the role.

Outcomes/results	Target measure
To be determined with your manager	[Insert details]

Competencies: specific skills, traits and competencies necessary to be successful in the role.

Competency	Description of competency
Functional skills and experience	<ul style="list-style-type: none"> • Minimum of 3 years' experience in the events and conferencing industry • Demonstratable experience in event planning and management • Confident managing multiple events with the ability to work to tight deadlines • Excellent time management, well organised, and able to prioritise your own work • A confident and clear communicator, both verbally and written • Exceptional interpersonal relationship management skills with a customer focus and nurturing strong internal relationships • A high level of professionalism; simultaneously able to operate with utmost discretion and integrity, whilst presenting a can-do attitude to helping our stakeholders • Solution focused when facing problems, with corrective action where required • Competent administration skills with high attention to detail and accuracy • Competent user of Microsoft Office suite.
Creating a vision	<ul style="list-style-type: none"> • Understanding the strategic context • Challenging the status quo • Accepting challenges • Committing to the vision.
Leading with purpose	<ul style="list-style-type: none"> • Living our values • Having the courage to question and speak up • Adapting your style to meet individual needs.
Making things happen	<ul style="list-style-type: none"> • Giving timely and constructive feedback • Staying close to the issues • Collaborating for better decision-making

- Recovering quickly from setbacks.

Building an awesome team

- Valuing uniqueness and differences in others
- Trusting others
- Sharing information, collaborating and helping others.

Being authentic and inclusive

- Recognising your own strengths and areas for development
- Asking for and responding positively to feedback
- Questioning and challenging others with respect
- Owning your mistakes.

Values: our purpose and values which bring to life WellingtonNZ’s aspired culture.

Purpose	To make the Wellington region thrive as a place to live, visit, study, work, do business, and invest
Better together	<ul style="list-style-type: none"> • We are collaborative • We back each other • We celebrate our differences and experiences • We create and share ideas together • We focus on teamwork and empower individual brilliance

Passionately curious	<ul style="list-style-type: none">• We are brave• We think differently and give it a go• We seek to understand before being understood• We embrace the possibilities of tomorrow
Choose joy	<ul style="list-style-type: none">• We bring and share joy in our work everyday• We celebrate our wins and learn from our losses• We have fun and get the mahi (work) done• We give praise and recognition