POSITION DESCRIPTION & PERSON SPECIFICATION

Position:	**Events Operations Manager**
Reports to:	**General Manager - Events, Clubs and Recreation (GM)**
Direct reports:	**Event Coordinator (x4)** **Event Assistants (Fixed-Term and Casual)**
Indirect reports:	**NA**
Volunteers and Interns:	**Event Volunteers (event specific)**
Location:	**OUSA Events Office, 84 Albany Street, Dunedin**

Organisation:

The OUSA provides a diverse range of services to its 20,000 student members at the University of Otago. An autonomous body with registered charity status and independence from the University,

OUSA offers activities and support to students including:

- A confidential support and welfare advice service, representation and advocacy
- Numerous recreation clubs and societies and the facilities to support these
- A varied events programme
- A student radio station (Radio One)
- An award-winning student magazine (Critic).

The OUSA Executive (the elected student members and governors of the Association) run campaigns and represents student views to the University and other external bodies.

OUSA's core responsibility is to engage its student members through services, events, representation and communication by way of a relevant, responsible, inclusive and engaging approach.

OUSA is a dynamic environment to work in – no two days are ever the same! We are an inclusive and supportive employer who values inputs from all staff.

Position Purpose:

- Manage the day-to-day operations of the OUSA events team
- Responsible for the operational management of OUSA led events
- Work with the General Manager - Events, Clubs and Recreation (GM) to ensure the exceptional user experiences at OUSA events (student and commercial)

Areas of Responsibility

Area	Expected Outputs
People Management	• Day to day management of the events team • Ensure events team workloads and leave is managed appropriately and within OUSA policy • Responsible for ensuring correct numbers of volunteers and casual event staff are recruited for events • Supervise, lead and coordinate the induction and training processes for event specific casual and volunteer staff • Lead by example to ensure and manage the delegation of day-to-day tasks to meet expected outcomes. Ensure your team fulfil their specific individual tasks • Work with the GM to plan; delegate and set tasks towards ensuring future annual events are well coordinated to meet expected outcomes • Establish and maintain one on one weekly meetings with your team with a focus on goal setting and motivating staff to ensure expected outcomes • Use the one on one meeting format to set and monitor individual event budgets • Assist the recruitment of events staff and volunteers and participate in interviews to ensure best fit candidate placement • Manage, lead and supervise any OUSA Events interns that may be placed from time to time and ensure all intern obligations and expectations are met • Monitor the performance of the events team to ensure that job description and performance objective requirements are met • Ensure any staffing issues are brought to the attention of the GM in a timely fashion • Approve and manage events staff timesheets and leave requests in line with payroll requirements
Financial Management	• Keep up to date and report to the GM on event specific budgets • Assist with writing of event specific budgets • Ensure payments are sent and received within contracted timelines and following OUSA policies
General Tasks	• Operational management specific events including but not limited to: - Event planning & on-site logistics - Liaising with Marketing & Communications to facilitate a communications and promotional plan - Venue sourcing and booking - Manage event partner & stake holder communications (set and manage stakeholder meetings where required to ensure clear communication).

	- Manage your team comprehensive event run sheets and schedules and ensure expectations are met - Oversee the negotiation of booking and contracts for entertainment/artists/speakers - Oversee the coordination and procurement of suitable suppliers and contractors *(liaise with the OUSA accounts team to ensure procurement meets OUSA policy and procedure)* - Liaise with Planet Media to identify any sales & sponsorship opportunities - Evaluate events to ensure they are meeting KPI's and maintain relevance to the student body by using qualitative measures including student, staff & stakeholder feedback and surveys, as well as quantitative measures including attendance, budget performance etc • Liaise with the GM to ensure oversight of, and to forecast and prepare for upcoming events • Prepare and submit a monthly report to the GM, summarising each event, highlighting team performance, fulfilment of expected outcomes and KPI's and provide a 'lesson's learned summary' for benchmarking to identify and implement improvements to processes and policies around future events • Coordinate logistical and planning support to OUSA and student events including equipment booking • Lead by example and take responsibility for maintaining OUSA Event equipment to a high standard • Further identify and implement improvements to overall processes and events procedures • Participate in OUSA operational meetings as required
Health and Safety	• Observe existing Health & Safety policy, procedures and Risk Registers and create and ensure observation of event specific Health & Safety plans and Risk Registers. • Ensure all required licenses are obtained well in advance of specific events and once issued ensure the conditions of all licences are observed at all times • Take personal responsibility for engaging in OUSA's no-harm, health and safety culture • Be familiar with the hazard register for the work area that you work in • Communicate to the Departmental manager and colleagues any potential hazards that you identify that are not on the register • Be familiar with the location of first aid kits and qualified first aiders in the Association • Be familiar with and adhere to any health and safety plans • Ensure incident and accident forms are filled out for all incidents and accidents that you are involved in, and notify the Departmental Manager of these

	• Be proactive in identifying new health and safety initiatives within the department and the wider OUSA community
Delegated authorities	• Delegated financial authority to $5,000 for Events Department

Personal Attributes

Working Collaboratively	• Ability to build and maintain professional and productive relationships • Ability to relate to a diverse range of people • Excellent written and oral communication skills • Communicates positively with colleagues across the OUSA to ensure a strong collegial culture within OUSA
Organisation	• Manages self, resources and workload to meet timelines • Is organised and keeps all files and documents in order • Ability to work independently and as part of the team • Ability to recognise when issues need to be escalated to the Departmental Manager
Change	• Is flexible and resilient to meet the ever-changing needs of the OUSA
Problem Solving	• Anticipates problems and proactively resolves them in an appropriate manner, escalating issues to the Departmental Manager when appropriate

Qualifications and Experience

- At least five years' experience in the events Industry or similar
- Relevant tertiary qualification is desirable, but not essential
- At least three years previous management experience preferred
- Full drivers licence
- High standard in professionalism, ethics, and integrity