

Community Engagement Officer – Venues and Events

We want our community hubs and venues to be vibrant welcoming spaces for locals, new residents, and visitors. A place for the community to find a great read, connect with others, learn a new skill, or access resources and support. Your role includes co-ordinating and supporting events at Te Matapihi, ensuring a high level of service is offered to those that use and book our fantastic venue.



ORGANISATION
NGĀ POU | OUR VALUES

-  **Manaakitanga**
POU 1. The customer is at the centre of everything we do.
-  **Rangatiratanga**
POU 2. We aspire to the highest standards.
-  **Whakapono**
POU 3. We strive to be trusting and trustworthy.
-  **Whanaungatanga**
POU 4. We act with courage, respect, kindness and empathy.
-  **Kotahitanga**
POU 5. We embrace diversity and strive to be inclusive.
-  **Aroha**
POU 6. We believe in and encourage each other.

RANGITIKEI
DISTRICT COUNCIL

**He oranga Whenua,
He oranga Tangata,
He oranga Wairua.
Tihei Mauriora!**

**If our Land is cared for,
if People are looked after,
if the Spirit is strong,
we can build a
better future for all.
Let there be life!**

Making this place home

Our expectations

As part of the Rangitikei District Council we want to work as a team to deliver the best outcomes for our district. We are building our organisational culture around the principles of delivering for our customers, our organisational values, working together, and focussing on outcomes rather than tasks.

That means we will:

- provide strong customer service to all our customers
- operate collaboratively as a total Council team, and
- deliver our services in a way that is best for the district (as opposed to best for the Council)

In short, we want you to think about what we are trying to achieve, and then work as a team to provide great services to the residents of our district.

Community Engagement Officer – Venues and Events - that's your primary role at Rangitikei District Council. But working with us is much more than simply completing the task – it's about how you go about doing the task, how you make a difference to the organisation, the ways you work with others, and how you deliver the best services to the district.

We're crafting a new way of working together here at Council. We think each of us has a key role to play in making our district a great place to live. We do that by giving superb service to our customers; we do it by working together as a group; we do it by building a culture where we can all contribute our ideas; and we do it by focusing on our outcomes.

Where appropriate, we want you to be part of cross organisational teams, to bring your solutions to the table, and to work with those teams to implement them.

What you will do

- Co-ordinate events/projects within the Rangitikei- Assist the Manager of Venues and Events to plan, organise, execute and efficiently run events or projects within the Rangitikei ensuring a prompt and efficient service within timeframes and keeping clients informed.
- Oversee venue booking functions- assisting with hall and meeting room bookings and positively promoting the use of Council facilities for events and community activities.
- Act as a Community Connector- delivering high-quality customer service with energy and commitment across all Council services and resources offered at Community Hubs. Welcome and provide information to newcomers in the community.
- Visitor Centre operations- assist with maintaining booking systems, processing agent products, and promoting local attractions and history. Ensure all promotional material and online lists are accurate, accessible, and engaging.
- Plan, coordinate, and facilitate assigned services- including administrative tasks such as processing payments, bookings and service requests. Stay updated on any changes affecting service delivery.
- Maintain a strong understanding of Council's role, functions, priorities and community events- enabling you to share up-to-date and accurate information with customers.

Health and Safety

- Accurately and promptly report all accidents, incidents, near misses, hazards and risks by the end of the working day
- Keep yourself and others safe
- Adhere to all Council Health & Safety policies, procedures, and guidelines

What we all do

- Grow and develop resilient customer focussed staff, within a culture based on personal responsibility
- Provide a safe, flexible and supportive environment, where performance is recognised and success is celebrated
- Embrace training and professional development opportunities for continuing improvement
- Undertake Civil Defence Emergency Management responsibilities if required

Our customer commitment

We strive to deliver excellent customer service by:

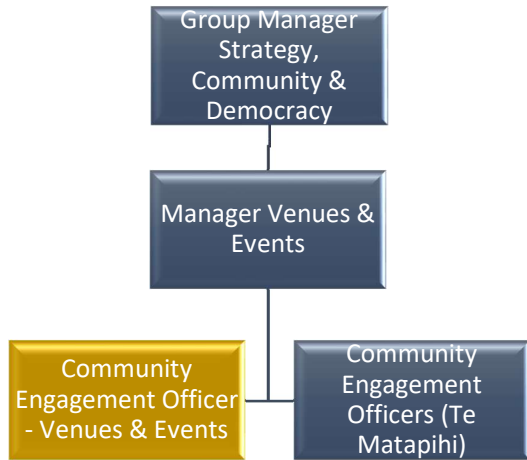
- Understanding and anticipating needs
- Dealing with enquiries promptly and fully
- Providing quality support and information
- Communicating changes to services in advance

We will:

- Welcome, listen and treat everyone respectfully
- Acknowledge and follow up all complaints and requests for service, and provide a timely response
- Seek feedback on the service received so we can continue to improve what we do

What you will bring

- Experience in event planning and administration
- Thorough understanding and advocacy for the principles of customer first
- Experience with venue coordination/management
- Confident to operate AV / IT systems to support events



- Able to frequently lift, carry, and manoeuvre items up to 20 kg, including folding tables, stacked chairs, and staging components.
- Excellent written and oral communication skills
- Excellent digital skills
- The ability to comfortably and confidently navigate your way in an online environment.
- You need to be self-motivated, proactive, and organised
- To be flexible with a strong work ethic; some of our programmes may be outside normal 'office hours'