



**Whānau
Mārama**
New Zealand
International
Film Festival

NEW ZEALAND FILM FESTIVAL TRUST JOB DESCRIPTION

Position:	Auckland Events Lead
Reporting to:	Festival Manager
Direct Reports:	Volunteers and venue staff employed directly by NZIFF

BACKGROUND & PURPOSE / WHAKAPAPA ME NGĀ WHĀINGA

Whānau Mārama: New Zealand International Film Festival (NZIFF) is an annual event, operated by a Charitable Trust, the New Zealand Film Festival Trust (NZFFT). The Trust is a professional, non-profit, non-political organisation with the aim of fostering interest in film and encouraging a high standard of film creation and appreciation.

NZIFF 2025 will screen in 10 centres from July 31 – September 10, with the festival taking place from 31 July – 10 August in Auckland. The film festival is an eagerly awaited and anticipated cultural highlight. The curated programme caters every year to a wide audience throughout the country.

The NZFFT national office is based in Wellington, with a secondary office in Auckland. A core permanent team runs the film festival operations with additional short-term contractors in place during the months spanning the lead-up to and delivery of the festival.

ROLE DESCRIPTION / NGĀ RAUKURA O TE TŪRANGA

This role is responsible for the event management of NZIFF in Auckland. Working closely with the wider festival team, ensuring venues, events and screenings are adequately staffed, run smoothly and information is well communicated between NZIFF, venues, suppliers and talent. The role has a supervisory component.

TERM OF CONTRACT / TE ROA O TE MAHI TAHI

This is a fixed-term full-time contract position for the period of 15 May – 15 August 2025 based in Auckland.

REMUNERATION / PUTEA

Up to \$84,000FTE (pro-rated).

REQUIRED SKILLS AND EXPERIENCE / NGĀ PUKENGA

- Experience in cinema, theatre or venue management
- Experience rostering and managing staff/volunteers
- Experience instructing and supervising others
- Demonstrated conflict resolution and problem-solving skills
- Excellent customer service skills
- Ability to work under pressure, identify and effectively manage stress in self and others
- Advanced verbal, written and interpersonal communication skills
- Advanced time management, organisational and multi-tasking skills with high attention to detail
- Intermediate skills in Microsoft suite, Dropbox, and Google suite
- Confident public speaker
- Experience working in festival or event production and delivery, or a similar environment an advantage
- Experience managing volunteers
- Full, clean drivers' licence

KEY RESPONSIBILITIES / NGĀ TAKOHANGA

STAFF AND VOLUNTEER MANAGEMENT

- Ensure staffing for all screenings and events
- Recruit, roster, train, and manage NZIFF venue managers, floor staff and volunteers, ensuring all parties have a clear understanding of lines of responsibility for all staffing at all venues.

TICKETING

- Provide assistance to the Operations Manager in the running of Auckland box offices
- Manage the prompt and effective resolution of customer complaints, issues or queries.

EVENT MANAGEMENT

- Assist with the planning of, and manage and execute delivery of NZIFF events.
- Effectively communicate the daily events with NZFFT team including daily run sheets during festival dates

VENUE MANAGEMENT

- Be the key liaison for Auckland venues, assisting with communication to ensure venues have promotional and screening materials required.

FINANCIALS

- Track and record costs for related activity.

REPORTING

- Provide regular reporting as required
- Provide report at the conclusion of the contract including recommendations for future improvements.

PROFESSIONAL COMPETENCIES

INDUSTRY

- Working knowledge of the New Zealand film, arts, culture, or creative sectors
- An interest in film culture and New Zealand film

ROLE SPECIFIC

- Working experience in the development of events, live audience experience or engagement
- Working knowledge of event, production or project management tools, systems and processes
- Working knowledge of venues and supplier liaison in a production environment
- Working knowledge of financial systems and processes related to supply and purchase
- Working knowledge of Health and Safety practices relevant to the workplace and event production and delivery in private and public spaces
- High level of planning and organisational competency, including management of time, people, process, and resources
- High level of commitment to attention to detail in all aspects of the role and its responsibilities

PROBLEM SOLVING

- Critical thinker and problem-solver promoting efficient and effective work practices and the development of ideas and solutions
- Proactive approach to risk identification, escalation, and resolution

RELATIONSHIP MANAGEMENT

- Working knowledge of stakeholder relationships and the nature of the NZIFF stakeholder ecosystem
- Positive and proactive approach to working with all NZIFF stakeholders
- Represent NZIFF as required presenting a professional and positive image of the organisation

BUSINESS MANAGEMENT

- Contribute to the development and realisation of NZIFF objectives
- Assist NZIFF in monitoring the current political, legal, cultural, technological and censorship environment to detect issues which may have either adverse effects on the execution of NZIFF objectives; or which may provide opportunities to advance those objectives
- Contribute to improvements to systems and practices
- Protect the safety and security of NZIFF assets

INTRA AND INTERPERSONAL

- Ability to work to deadlines under pressure while meeting and managing expectations in a professional manner
- Positive and proactive approach to working with all NZIFF team members

- Awareness of stress in self and others, and an ability to engage with and deploy stress management skills and techniques when required
- A developed understanding of and commitment to the diversity and equality of all peoples

PERSONAL ATTRIBUTES

- Welcoming – a warm, open communication style that’s professional and inclusive
- Curious – an inherent interest in discovery, innovation, and creative endeavours
- Adventurous – undeterred by challenge or navigating new territory
- Quality driven – strives for excellence, high attention to detail, refines their craft
- Self-responsible – honest and accountable, aware of their impact on others
- A relationship builder – team-centric, constructive, supportive, and respectful
- Confident – self-directed, assertive, genuine, and open
- Committed – reliable and engaged, takes a proactive approach to their work and the workplace

KEY RELATIONSHIPS FOR THE AUCKLAND EVENTS LEAD / NGĀ PIRINGA

- NZIFF staff, contractors, and volunteers
- Venue management and staff
- NZIFF audience
- Filmmakers and guests
- Cultural agencies of local, national and international governments
- Community groups
- Filmmakers and guests
- Industry associations in particular Auckland Film Society
- NZFFT trustees
- External suppliers

HOURS / NGĀ HAORA

The contractor will generally work for 40 hours each week between the hours of 8.00 am to 6.00 pm, Monday to Friday. The contractor can choose when to start and end work each day (within agreed limits), as long as they work the agreed number of hours.

The contractor will also be required to work additional hours which are reasonably required to fulfil the duties and responsibilities of the position particularly during the lead-up to NZIFF 2025 with an intense period of work during the dates of the festival itself (31 July – 10 August). Where possible, time-in-lieu or flexi-time is available for these additional hours required prior to the NZIFF season by working shorter hours at less busy times.