



SHAPING AN
AWESOME
HAMILTON

EVENT DELIVERY MANAGER

H3 - DESTINATIONS GROUP

WHY WE ARE HERE

To improve the wellbeing of Hamiltonians, we need to become the leading community-focused Council, so Hamilton's full potential can be unlocked – making it the best place to live.

The following values - kia urutau/adaptability, kia ngaawari/simplicity, kotahitanga/inclusiveness, kaitiakitanga/guardianship, and kia manawanui/ambition are what make our thinking and mindset unique to Hamilton, so we need people on our team who understand that this value-driven thinking and mindset is the foundation of their performance. Our people are at the heart of everything we do.

WHY THIS ROLE EXISTS

This is a senior leadership position in the H3 Team, within Council's Destinations Group. H3's purpose is to attract and deliver exceptional event experiences showcasing Hamilton's premier event venues, Claudlands, FMG Stadium Waikato, Seddon Park and Hamilton Gardens.

WHAT YOU WILL DO

Reporting to the Director H3, you will play a pivotal role in leading the operational teams responsible for the delivery of exceptional event experiences across H3 venues.

You will provide strategic operational direction and drive operational efficiency while ensuring the highest standards of service and safety across all events and venues.

As a people leader, you will optimise the performance and productivity of the team and enable them to deliver on outcomes by improving their performance, capability, and culture.

Reports to	Director H3
Responsible for (total number of staff)	6
Delegation	\$50,000
Budget	TBC

KEY OUTCOMES

Some of the **key outcomes** for this role include:

Strategic Leadership & Event Excellence

- Provide visionary leadership to the teams delivering exceptional event experiences across all H3 venues: Claudelands, FMG Stadium Waikato, Seddon Park, and Hamilton Gardens Pavilion ensuring consistency, quality, and innovation for both new and returning clients.

Stakeholder & Client Relationship Management

- Cultivate and manage high-value relationships with key business partners, stakeholders, and third-party suppliers to uphold best-practice event delivery and elevate guest experiences.
- Strengthen strategic partnerships with H3's key clients to build trust, drive loyalty, and secure repeat business.
- Work closely with H3 Business Development to ensure seamless alignment between client expectations, event delivery strategies, and commercial outcomes.

Operational Integration & Innovation

- Champion cross-functional collaboration across H3's operational teams to optimise resource

utilisation, enhance event profitability, and foster a culture of continuous improvement.

- Lead the adoption of innovative practices and emerging technologies in event management to maintain H3's competitive edge and future-readiness.

Planning, Risk & Compliance

- Oversee comprehensive pre-event planning processes with a strong emphasis on risk mitigation, site safety, and regulatory compliance.
- Ensure all events meet legal, health and safety, and civil defence obligations, actively promoting a culture of safety and preparedness.

Financial Oversight

- Manage operational budgets with a focus on cost control and value creation, while ensuring event budgets are accurately prepared, monitored, and analysed for performance insights.

People Leadership & Culture

- Inspire, mentor, and develop a high-performing team of event professionals, embedding a culture of excellence, accountability, and alignment with H3's guiding principles.
- Implement structured performance and development programmes to support individual growth and team success.

Systems & Process Optimisation

- Champion the effective use of H3's event management software (Momentum) to streamline operations and enhance data-driven decision-making.
- Lead regular reviews of operational policies and processes, identifying opportunities for refinement to meet evolving client and guest expectations.

HOW YOU WILL DO THIS

Our team culture is critical to our success. It's vital everyone who joins our team is an ambassador for our guiding values (Dedicated Host, Best in the Business and Tight Team), so together we can drive the best possible outcomes for our clients and community.

YOUR MINDSET, SKILLS KNOWLEDGE, AND EXPERIENCE

You actively work at being the 'best version of you' and your mindset and behaviours have a positive impact on others.

You bring to the role

- Minimum of 10 years experience in the events/venues industry plus a strong industry profile and reputation.
- A degree in Event Management, Business, Hospitality, or a related field, with a strong foundation in leadership and operational excellence.
- Proven demonstrated experience in direct report leadership including leading people leaders, change management and effective staff management to develop a high-performance team culture.
- Experience and responsibility for operational excellence in service delivery and supplier relationships.
- EBMS (Event Business Management Software) experience or at least five years' experience working with an integrated event booking system.
- A strong commitment to people first: respect, health and safety and development.
- Ability to make effective decisions under pressure and to think and manage clearly and have resilience during times of rapid change.
- Ability to effectively prioritise tasks and meet deadlines.
- Ability to operate independently, anticipate requirements and monitor workload.
- Highly developed interpersonal and communication skills with the ability to work effectively with a diverse range of stakeholders (internal and external).
- A proven track record that aligns with H3's guiding principles.
- Self-awareness, vision and a drive for excellence and success
- Ability to work on a rostered basis noting hours of work are influenced by event requirements.

HEALTH AND SAFETY

- All of our people have a responsibility for their own and others health and safety. This includes following all health and safety policies and procedures, including reporting events and hazards, and participating in health, safety and wellbeing initiatives and programmes as required.

CIVIL DEFENCE

- Completes Civil Defence training and participates in events as required.