TE AHUREI TOI O TĀMAKI
AUCKLAND
ARTS FESTIVAL

POSITION DESCRIPTION

POSITION: Kaiāwhina a-Tāri Administration Assistant

REPORTING TO: Tumu ā-Pākihi, ā-Pūtea Head of Business & Finance

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Te Ahurei Toi o Tāmaki Auckland Arts Festival (AAF) is Auckland's premier festival of New Zealand and international arts. Presented annually, the globally recognised event celebrates people and culture, and showcases the cultural diversity and vibrant energy of New Zealand's largest city. For 18 days each March, AAF presents a dazzling array of events by some of the country and world's most innovative artists and performers.

DESCRIPTION SUMMARY

Working closely with the Office Administrator, the primary purpose of this position is to manage the reception and to assist with general office duties for the Te Ahurei Toi o Tāmaki Auckland Arts Festival office. This position will support the Festival team with administration and varied duties as required for Te Ahurei Toi o Tāmaki Auckland Arts Festival 2027 taking place 4 - 21 March 2027.

TERM

The position is full time and fixed term starting early February 2027 to Thursday 25 March 2027.

Normal hours of work will be 40 hours per week between 8am and 6pm, with extra hours required immediately prior to and during the Festival, including some weekend work, and at other peak times.

REQUIRED SKILLS & EXPERIENCE

- High level communication skills, verbal and written
- Confident and clear phone manner
- Computer literacy – especially Word, Excel and Outlook – with high level of accuracy
- Ability to learn new software quickly
- Strong time management and organisational skills
- Administration and general office experience
- Reception and/or customer service experience
- A team player

- An interest in the arts
- Calm and efficient under pressure
- A high level of professionalism and discretion

Key Relationships

- Office Administrator
- Head of Business & Finance
- Festival Director & Chief Executive
- Other Festival staff

JOB DESCRIPTION:

Reception

- Be a professional and welcoming first point of contact for the Festival office
- Answer the door, greet guests, make tea/coffee
- Answer incoming phone calls and public enquiries including email
- Organise outgoing mail and couriers

Office Duties

- Assess appropriate levels of stationery and kitchen/bathroom supplies
- Regularly restock kitchen supplies
- Ensure office machines are working, including the coffee machine, and printers are stocked with paper
- Help to keep the office and kitchen tidy

Administration

- Assist the Office Administrator with administration as required
- Administrative support as required for other areas of the Festival
- Coordinate the meeting room calendar as appropriate
- Enter customer details and general information into databases as required
- Use the Festival's event management software as required

General

- Liaise and work collaboratively with all departments, staff members and volunteers to carry out the role and ensure open and clear communication channels are maintained for sharing information across all departments.

- Support the Festival's commitment to te reo Māori and tikanga Māori, through participation in artist pōwhiri, mihi whakatau, waiata practices, te reo Māori lessons and other activities as applicable.

- Represent the Festival professionally at Festival events, functions and stakeholder activities as required.

- Input information into relevant Festival scheduling programmes as required.
- Work with the Head of Business & Finance and Head of Technical & Production to ensure all activities are fully conversant with the Festival's Health and Safety Plan.
- Undertake such other duties and responsibilities as may be required