

# JOB DESCRIPTION

<b>Title</b>	Events & Venue Bookings Coordinator
<b>Based at</b>	Papa Hou
<b>Reports to</b>	Executive Assistant – Hotel & Hospitality
<b>Works with (internal)</b>	Hotel Give staff F&B staff Black Box Theatre staff Other Kind Foundation staff
<b>Works with (external)</b>	Hotel Give guests Travel agents and suppliers to the industry Schools Community groups Corporate groups
<b>Mission</b>	Making a positive difference every day
<b>Job Purpose</b>	The Events & Venue Bookings Coordinator is responsible for managing and coordinating venue and event bookings (and related accommodation) across Black Box Theatre, Raupō Room, Rangī and Rangimārie Rooms in Papa Hou. This role ensures a seamless booking process by liaising with clients, handling administrative tasks, and collaborating with internal teams to deliver high-quality experiences. The Events & Venue Bookings Coordinator plays a critical role in maximising occupancy, enhancing guest experiences and driving revenue.

## Overview of Papa Hou and Hotel Give

Papa Hou is a multi-purpose venue located next to Hotel Give, offering event spaces, performance areas and community facilities. The Black Box theatre serves as a hub for theatre productions, conferences, workshops, and community gatherings.

Hotel Give is a 3.5 star socially sustainable hotel, offering a range of high-quality rooms and facilities to cater to travellers, groups, and corporate guests. Hotel Give is a social enterprise for the Kind Foundation which means that all proceeds support community programs and initiatives. The hotel features private rooms, shared accommodation, conference facilities, and event spaces, ensuring a comfortable and welcoming experience for all guests.

Together, Hotel Give and Papa Hou provide exceptional hospitality, accommodation and event experiences, while reinvesting in the community to support meaningful initiatives.

## Key Tasks

### 1. Booking & Client Coordination:

- Act as the first point of contact for all booking enquiries related to event venues and group bookings.
- Respond to client inquiries via email, phone and online booking systems in a professional and timely manner (both new and existing clients looking to book again). Be driven to convert as many enquiries into bookings as possible.
- Proactively upsell additional services like catering, daily delegate packages.
- Identify client needs, recommend appropriate room types/venues/ catering, and provide accurate quotations.
- Confirm bookings, create contracts and ensure all necessary documentation is completed.
- Maintain clear communication with clients before, during and after their booking to ensure a seamless experience.

### 2. Booking Administration & Financial Processing

- Maintain accurate records of all bookings, payments, and invoices.
- Process deposits and final payments, ensuring financial accuracy.
- Follow up on outstanding payments and debtors.
- Prepare booking summaries and reports for internal use.

### 3. Internal Coordination & Communication

- Work closely with the Executive Assistant – Hotel & Hospitality to ensure accurate scheduling and planning of bookings.
- Liaise with the hotel, food & beverage, and event teams to coordinate logistics.
- Ensure internal teams are aware of upcoming bookings, special requirements, and client expectations.
- Attend weekly operations meetings and provide information about upcoming events to the wider hotel and hospitality staff and resolve potential scheduling conflicts.

### 4. System Management & Reporting

- Maintain and update booking systems and calendars to reflect accurate availability.
- Assist with the transition, implementation and maintenance of Opera.
- Generate reports as required.

### 5. Customer Service & Venue Promotion

- Provide exceptional customer service, ensuring positive client experiences.
- Gather client feedback and identify opportunities for service improvement.
- Assist with venue promotion and marketing efforts to increase occupancy rates.

### 6. Other

- Other admin tasks as reasonably required.
- Support reception when required.
- Support and assist with EA Hotel & Hospitality tasks in absence of the EA.
- From time to time, cover Venue Manager shifts and assist with the execution and delivery of functions and events to ensure a high-quality guest experience.
- Assist with setting up the function rooms for events and support the delivery of smaller group bookings when required.

- Be a part of a much bigger organization – which is The Kind Foundation – with opportunities to potentially work on other projects as required.

## **Core Skills required**

- Strong administrative skills: attention to detail, accuracy and an ability to see the bigger picture.
- Excellent communicator, written and verbal
- An ability to self-manage and multi-task
- Highly organised and efficient, attention to detail.
- Pro-active and adaptable
- Professional in attitude and behaviour
- Presentable in person
- Personable: approachable and confident to approach others
- Models positive behaviour and attitudes, working with The Kind Foundation core values
- An understanding of Tikanga Māori and the principles of Te Tiriti o Waitangi
- Understand the Vulnerable Children’s Act and The Kind Foundation’s stated objective to be a child-safe organisation.

## **Qualifications / Experience**

- 2 years of experience in administration and hospitality in a similar role
- Experience in a sales role
- Experience in working with a hotel software
- Proficiency in office software (Microsoft Office Suite)
- Experience in complex booking management.
- Experience in basic accounting.
- Clean police record /drug free

## **The Kind Foundation Statement on Child Protection**

The Kind Foundation is committed to providing a Child Safe environment for all children who come into contact with us.

## **Job Pathways**

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|-----------|---|
| Sideways: | Other administrative positions within The Kind Foundation |
| Outwards: | Roles within other Kind Foundation departments            |
| Upwards:  | Manager roles or Executive Assistant roles                |

## The Kind Foundation Statement on Career Development:

The Kind Foundation tries wherever possible to allow staff to develop their skills in a planned way which allows them to progress to other roles if they aspire to. This could be within the department they work or more broadly to other Kind Foundation departments.

Performance reviews which include planning personal development occur at least once a year, but should be an ongoing conversation between staff and their direct report.

Employee Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
*Employee to please initial each page*