



**Whānau  
Mārama**  
New Zealand  
International  
Film Festival

## NEW ZEALAND FILM FESTIVAL TRUST JOB DESCRIPTION

---

|                        |   |
|------------------------|---|
| <b>Position:</b>       | Operations Manager  |
| <b>Reporting to:</b>   | Festival Manager  |
| <b>Direct Reports:</b> | Auckland Box Office Manager, Wellington Box Office Manager and Box Office cashiers contracted 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 up to 10 centres from 31 July to 7 September 2025. 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 three months spanning the lead-up to and delivery of the festival.

### **ROLE DESCRIPTION / NGĀ RAUKURA O TE TŪRANGA**

This role is responsible for managing and delivering the nationwide ticketing operation for NZIFF 2025 to ensure effective, accurate and efficient sales of tickets and ensure timely and accurate reporting on these activities. This role oversees the project management for the delivery of the festival and provides support for events as part of NZIFF in Wellington and Auckland. This role has supervisory and staff training components.

### **TERM OF CONTRACT / TE ROA O TE MAHI TAHI**

This is a fixed-term contract position until 26 September 2025 based in Wellington or Auckland (starting date negotiable).

### **REMUNERATION / PUTEA**

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

## **REQUIRED SKILLS AND EXPERIENCE / NGĀ PUKENGA**

- Extensive experience in ticketing operations essential
- Extensive experience in financial reconciliation and record keeping
- Excellent customer service skills
- Demonstrated conflict resolution and problem-solving skills
- Experience instructing and supervising others
- 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, and project management platforms
- Experience working in festival or event production and delivery

## **KEY RESPONSIBILITIES / NGĀ TAKOHANGA**

### **TICKETING**

- Manage the coordination and delivery of ticketing operations for NZIFF nationwide
- Build the NZIFF Wellington and Auckland ticketing operations including managing pre-sale box office set-ups.
- Coordinate and deliver in-house ticketing for NZIFF nationwide.
- Coordinate the installation of equipment as and where required, including training users.
- Supervise the NZIFF box offices in Wellington, ensuring correct processes are being followed.
- Provide daily ticket sales reports for Wellington and Auckland, and weekly reports for rest of country, from the pre-sale period through to end of festival.
- Oversee the financial reporting and reconciliation of box office revenue nationwide.
- Deliver prompt and effective resolution of customer complaints, issues or queries.

### **STAFF AND VOLUNTEER MANAGEMENT**

Recruit and train the Auckland and Wellington Box Office Managers

- Lead the recruitment, rostering, training, and management of NZIFF box office cashiers in Wellington and assist with recruitment, rostering and training of the NZIFF box office cashiers in Auckland.
- Assist with the management of venue managers, senior ushers and volunteers in Wellington as required.

### **EVENT DELIVERY**

- Assist with the coordination and delivery of NZIFF events in Wellington.

### **ADMINISTRATION**

- Manage the use of project management platform Airtable for NZIFF 2025 including new development to meet the needs of the delivery team.
- Provide support to, staff using Airtable.

### **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 NATIONAL TICKETING MANAGER / NGĀ PIRINGA**

- NZIFF staff, contractors, and volunteers
- Venue management and staff
- NZIFF audience
- Ticketing agencies in particular Veezi
- Filmmakers and guests
- Cultural agencies of local, national and international governments
- Industry associations
- 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 may 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 on-sale dates of the film festival, and the dates of the festival itself.