

## EVENT STAFF

Event Services staff members can be booked to work onsite at events in the role of **Venue Duty Manager** or **Event Compliance Officer**.

Events Staff are qualified first aiders and fire wardens. They are also trained in Risk Assessment and the Accident/Incident reporting procedure.

This document outlines:

1. The roles & what to expect
2. How to book a Venue Duty Manager: prices, documents required
3. How to book a Event Compliance Officer: prices, documents required
4. Risk Assessments

Regrettably we **cannot guarantee availability of staff**, but the earlier you submit your request the more likely we can assist.

Please note, not only is it a *legal requirement* to effectively manage the risks created by events, but it is necessary for the University to demonstrate that it applies the highest standards of professionalism to all its endeavours, and meets its duty of care towards anyone who may be affected by its activities.

Please note these staff do not replace or absolve you of your responsibilities as Event Manager or Event Owner as defined in the [Event Management Policy](#).

Document created by: Christine McGonigal, Event Services Manager

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## 1. Role Descriptions

### **Venue Duty Manager**

(Sole-charge position, if Event Manager cannot be onsite)

To serve as a primary point of contact for Event Owners on the day of the Event ensuring that their requirements are met, assisting with last minute requests where possible, troubleshooting and escalating issues as required.

To ensure best practice and legislative requirements are followed during events, to ensure the security and safety of the population attending and/or delivering the Event.

To ensure that that the approved plans for set up and logistics are followed. Carries out pre-event checks to ensure venue is prepared and ready for attendees.

N.B. This role differs from an Event Manager. The Event Manager is responsible for the planning of the event. The Venue Duty Manager will ensure the Event Managers plans are followed onsite, during the event.

After the event your Venue Duty Manager will send you an event report along with a completed Event Health & Safety checklist.

#### **Skills & Qualifications:**

First Aid & Fire Warden Qualified, Accident/Incident reporting

### **Event Compliance Officer** (assisting Event Manager onsite)

The primary focus of this role is to ensure best practice and legislative health and safety requirements are followed during events, to ensure the security and safety of the population attending and/or delivering the Event;

To serve as the health and safety point of contact for Event Managers on the day of the Event ensuring that health and safety requirements are met as agreed.

The ECO will complete an Event Health & Safety checklist at your event.

#### **Skills & Qualifications:**

**ECO Level 1** - Fire Warden Qualified, Accident/Incident reporting

**ECO Level 2** - First Aid & Fire Warden Qualified. Accident/Incident reporting. Trained in Risk Assessments

\*the level required will be determined based on the Risk banding methodology which is assigned by the ECG once you have submitted the Event Notification Form.

## 2. Booking a Venue Duty Manager

1. Complete the [Event Notification form](#). Forward this along with the shift requests to [eventservices@auckland.ac.nz](mailto:eventservices@auckland.ac.nz) (Shifts are a minimum of 4 hours = 3 hrs onsite plus 1 hour prep). You will need to provide cost centre details to confirm this booking.

2. Charges:

Admin fee	\$150.00 ex GST
Hourly rate	\$70ph ex GST

3. Once we have confirmed a staff member to act in this role we will provide their name and number.

4. No later than **1 week prior to the event** we will need the Event Manager to provide:

- Full runsheet (including set up and pack down)
- Programme of event
- Overview of event:
  - Attendees details: Number of attendees, any mobility requirements, any VIPs
  - Venue address and car parking
  - Client name and Organisation
  - Technical overview
- Full list of contact details of all key people
- Floor plan
- List of room bookings with times booked
- Emergency evacuation plan
- H&S Risk assessment (if applicable)
- Catering order & list of dietaries
- Wi-FI codes (minimum 3 – in case one doesn't work)
- Location for cleaning supplies
- Location of fire-warden vest, first aid kit (to be collected or we can bring)
- Any other relevant details specific to the event H&S requirements such as Alcohol management plan, Security plan, Bad weather plan

5. With a couple of days prior to the event the Event Manager must set up a phone call or briefing meeting with the assigned Venue Duty Manager

*\*The Event Owner/ Event Manager **must** be contactable throughout the entire event for any last minute questions.*

*\*If the above conditions are not met on time Event Services reserves the right to cancel the booking for the Venue Duty Manager or ECO as we do not place our staff in a position where they do not have the required information in order to fulfil their responsibilities.*

### 3. Booking an Event Compliance Officer

1. Complete the [Event Notification form](#). Forward this along with the shift requests to [eventservices@auckland.ac.nz](mailto:eventservices@auckland.ac.nz) (Shifts are a minimum of 4 hours = 3 hrs onsite plus 1 hour prep)

2. Charges:

Admin fee	\$100.00 ex GST
Hourly rate	\$70ph ex GST

3. Once we have confirmed a staff member to act in this role we will provide their name and number

4. No later than **3 days prior to the event** we will the Event Manager to provide:

- Full runsheet (including set up and pack down)
- Floor plan
- Emergency evacuation plan
- H&S Risk assessment (if applicable)
- Any other relevant details specific to the event H&S requirements such as Alcohol management plan, Security plan, Bad weather plan

\* Please note, the Event Manager must be onsite at the event to run the event specifics. ECO is only responsible for managing H&S practises

*\*The Event Owner/ Event Manager must be contactable throughout the entire event for any last minute questions.*

*\*If the above conditions are not met on time Event Services reserves the right to cancel the booking for the Venue Duty Manager or ECO. We do not place our staff in a position where they do not have the required information in order to fulfil their responsibilities.*

### 4. Risk Assessments

If your event requires a Risk Assessment to be completed and you need assistance please contact [eventservices@auckland.ac.nz](mailto:eventservices@auckland.ac.nz). Additional fees to cover this time may apply.