

## PART A: JOB SCORECARD SUMMARY

To provide clear goals, expectations and feedback so that each member of the team can significantly multiply their contribution to Wellington Regional Economic Development Agency (WellingtonNZ) and to their own success.

<b>Name of role:</b>	Guest Experience Manager
<b>Business Unit:</b>	Venues Wellington
<b>Who reports to:</b>	Venues Operations Manager
<b>Direct reports:</b>	Host Team Leads, Guest Experience Coordinator, Casual Hosts
<b>Date:</b>	May 2019
<b>Purpose of the job:</b>	<p>The Guest Experience Manager is responsible for leading a team of Host Team Leads and Guest Experience Coordinator as well as managing the pool of casual hosts (approx. 110) to ensure guests have an unforgettable experience whilst in our venues.</p> <p>The Guest Experience Manager is responsible for ensuring the Guest Experience team is fully trained and adequately skilled for the tasks expected of them and that they understand and adhere to all relevant SOPs.</p> <p>The Guest Experience Manager will be collectively responsible with the TSB Arena/Shed 6 Venue Manager and MFC/OH Venue Manager to deliver a great experience to our clients, customers and guests and to improve the operational delivery within each venue, with a particular focus on the guest experience.</p>

## PART B: JOB SCORECARD DESCRIPTION

**Key responsibilities:** Specific actions, tasks or areas of responsibility this role will oversee.

Area of responsibility	Actions/ Tasks
Guest Experience	<ul style="list-style-type: none"> <li>Work with the TSB Arena/Shed 6 and MFC/OH Venue Managers to identify, develop and implement continuous improvements to the guest experience at events in the venues, with a particular emphasis on the guest experience</li> <li>Take a leading role in defining and delivering the Venues Wellington guest experience, including working with supply partners, (e.g. caterers), to deliver a great guest experience</li> </ul>

Team Leadership and People Management	<ul style="list-style-type: none"> <li>• Provide leadership and supervision to the Guest Experience team and casual Hosts in order to delivery outstanding customer service for all of our guests</li> <li>• Provide on the floor leadership when required, ensuring the Guest Experience staff on shift are well briefed, allocated appropriately and prepared for the event</li> <li>• Ensure the teams are fully trained and adequately skilled for the tasks expected of them</li> <li>• Monitor the performance of the Guest Experience team and Casual Host team members managing any performance issues as required</li> <li>• Coach the Guest Experience team members in an appropriate and professional manner to improve performance</li> <li>• Review and action ongoing training and development of the Guest Experience team including identifying any areas of development and work with the Venues Operations Manager and HR team to action appropriate training</li> <li>• Ensure post-event issues and concerns are addressed and key learnings are communicated to the wider team with a focus on continual improvement.</li> </ul>
Casual Host Management	<ul style="list-style-type: none"> <li>• Ensure all casual hosts are inducted into our venues and trained appropriately</li> <li>• Act as the first point of contact for all casual host communication</li> <li>• Provide the team with company information as required and respond to any queries in a timely fashion</li> <li>• Manage the allocation of casual uniforms</li> <li>• Address any performance or attendance issues as required</li> <li>• Work closely with the TSB Arena/Shed 6 and MFC/OH Venue Managers and Assistant Venue Managers to ensure that hosts are given the resources and information to deliver excellent customer service.</li> </ul>
Resource Allocation Management/Rostering	<ul style="list-style-type: none"> <li>• Fill the guest experience rostering requests and circulate the roster as appropriate</li> <li>• Ensure that all training is updated in the rostering system</li> <li>• Manage casual hosts profiles in the rostering system to ensure that appropriately trained staff are allocated to each shift</li> <li>• Manage all timesheets and work closely with payroll to ensure correct and timely payments</li> <li>• Work on a one to three-month horizon to ensure that there are enough trained and developed staff to service all events.</li> </ul>
Health, Safety and Compliance	<ul style="list-style-type: none"> <li>• Take an active role in identifying and mitigating any health and safety risks to yourself and others. While at work, take reasonable care for your own health and safety and ensure what you do does not negatively affect the health and safety of others.</li> <li>• Comply, as far as you possibly can, with any instructions, policies, procedures or guidelines given by WellingtonNZ in relation to health, safety and compliance.</li> </ul>

	<ul style="list-style-type: none"> <li>Report any potential hazards or risks to health and safety or the environment as soon as possible and take immediate action to minimise or mitigate these if it is not potentially harmful to your own health and safety.</li> </ul>
WELLINGTONNZ collaboration	<ul style="list-style-type: none"> <li>Maintain a "WellingtonNZ-wide" perspective with all work.</li> <li>Consider how your role links and contributes to other areas of WellingtonNZ, and actively engage when required.</li> <li>Communicate with fellow WellingtonNZ colleagues on work, initiatives and projects.</li> <li>Actively collaborate and participate in WellingtonNZ-wide initiatives and projects.</li> </ul>

**Job outcomes:** Visible and measurable evidence of success in this role.

Outcomes / results	Target Measure
To be determined with your manager.	

**Competencies:** Specific skills, traits and competencies necessary to be successful in this role.

Competency	Description of competency
Technical Ability and Experience	To be determined with your manager.
Communication	Communicates information clearly, adjusting the way they communicate to suit the intended audience.
Relationship Management/ Customer Focus	Proactively has an awareness of and acts to consistently meet customer/ client needs.
Work Organisation	Effectively organises all aspects of work in order to achieve high quality and timely output.
Initiative Analysis & Problem Solving	Uses relevant information in analysis of issues and applies reason to reach conclusion from which practical recommendations are made.
Teamwork	Cooperates and consults in order to get a task done. Establishes and maintains relationships as appropriate and contributes to the achievement of objectives.

Leadership	<p><b>Creating a vision:</b></p> <ul style="list-style-type: none"> <li>. Translating the vision into action</li> <li>. Taking risks to create innovative outcomes</li> <li>. Talking openly and positively about possibilities</li> </ul> <p><b>Leading with purpose:</b></p> <ul style="list-style-type: none"> <li>. Setting team goals that are meaningful</li> <li>. Understanding individual needs and motivations and aligning expectations</li> <li>. Asking the tough questions</li> <li>. Creating opportunities for individual development</li> </ul> <p><b>Building an awesome team:</b></p> <ul style="list-style-type: none"> <li>. Building strategic partnerships</li> <li>. Giving trust and autonomy</li> <li>. Creating opportunities for collaboration and information sharing</li> <li>. Encouraging diverse thinking and perspectives</li> <li>. Mentoring and coaching individuals and knowing the difference</li> </ul> <p><b>Making things happen:</b></p> <ul style="list-style-type: none"> <li>. Holding self and others to account</li> <li>. Considering people alongside performance outcomes</li> <li>. Acting quickly to resolve issues</li> <li>. Using analysis and critical thinking to drive quality decision-making</li> <li>. Right-sizing resourcing</li> <li>. Remaining calm and focused when things get tough</li> <li>. Making time to review and learn from mistakes</li> </ul> <p><b>Being authentic and inclusive:</b></p> <ul style="list-style-type: none"> <li>. Recognising your own strengths and areas for development</li> <li>. Asking for and responding positively to feedback</li> <li>. Questioning and challenging others with respect</li> <li>. Owning your mistakes</li> </ul>

**Values:** Our purpose & values which bring to life WellingtonNZ's aspired culture.

Our purpose	Our organisational values	Our culture
<p><b>To make the Wellington region wildly famous</b></p>	<p>Do it together Dare to be different Show the passion Find the fun Focus on the customer</p>	<p>Collaborative People centered Supportive Constructive Open Recognition Celebrate success Empowerment Ownership Accountability Learning, coaching and personal growth</p>