

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.

Name of role:	Guest Experience Coordinator
Business Unit:	Venues Wellington
Who reports to:	Guest Experience Manager
Direct reports:	Nil
Date:	May 2019
Purpose of the job:	<p>The Guest Experience Coordinator is responsible for providing an excellent customer experience for all guests and visitors to our venues through a variety of front of house/guest services to ensure guests have an unforgettable experience whilst in our venues.</p> <p>The Guest Experience Coordinator is also responsible for providing administrative support to the Guest Experience Manager, Assistant Venue Managers and Event Advisors in regard to Guest Experience team records, rostering and supply partner relations.</p> <p>The Guest Experience Coordinator may be required to work as a Host Team Lead, Host or provide coverage for a Venue Manager when required.</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"> Support the Guest Experience Manager to identify, develop and implement continuous improvements to the guest experience at events in the venue Contribute to delivering the Venues Wellington guest experience by working with and supporting the TSB Arena/Shed 6/MFC/OH Venue Managers, Assistant Venue Managers and Event Advisors on requirements of our guest facing supply partners

Rostering	<ul style="list-style-type: none"> • Work closely with and support the Guest Experience Manager, Assistant Venue Managers and Event Advisors to develop and maintain financially viable rosters • Liaise with the appropriate Manager/Team Lead to ensure efficient rostering with the right skills at the right time • Be first point of contact for all casual Guest Experience team staff communications and queries, and respond in a timely fashion • Administer any roster changes and advise the relevant manager of any rostering/scheduling conflicts and implement any resolutions as required • Work closely with Payroll to ensure correct and timely payments • Support the Guest Experience Manager to ensure we have an efficient rostering system that works across Venues Wellington.
Supply Partner relationship	<ul style="list-style-type: none"> • Be a key contact between Venues Wellington venues and approved retail catering, security and other guest facing supply partners • Work collaboratively across our teams and venues to develop opportunities that deliver enhanced value to our customers and drive business profitability • Develop a strong working knowledge of all Venues Wellington venues to ensure best advice and options can be presented to guests.
Administration and reporting	<ul style="list-style-type: none"> • Generate and distribute reports as required • Ensure all relevant and required information is entered into EBMS (our event management system) to ensure consistency of data capture and transparency of our processes • Coordinate and manage uniforms for the Guest Experience team • Manage and Program in digital signage and wayfinding signs • Assist in generating briefings and paper work for the Guest Experience team.
Health, safety and compliance	<ul style="list-style-type: none"> • 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. • Comply, as far as you possibly can, with any instructions, policies, procedures or guidelines given by WellingtonNZ in relation to health, safety and compliance. • 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.
WELLINGTONNZ collaboration	<ul style="list-style-type: none"> • Maintain a "WellingtonNZ-wide" perspective with all work. • Consider how your role links and contributes to other areas of WellingtonNZ, and actively engage when required. • Communicate with fellow WellingtonNZ colleagues on work, initiatives and projects.

	<ul style="list-style-type: none"> Actively collaborate and participate in WellingtonNZ-wide initiatives and projects.
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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.

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

Our purpose	Our organisational values	Our culture
<p>To make the Wellington region wildly famous</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>