

## 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>	Assistant Venue Manager
<b>Who reports to:</b>	MFC/OH Venue Manager
<b>Direct reports:</b>	Nil
<b>Date:</b>	August 2019
<b>Purpose of the job:</b>	<p>The Assistant Venue Manager supports the MFC/OH Venue Manager to ensure Wellington venues are maintained to a high standard at all times in terms of cleanliness and presentation, that building repairs and maintenance are carried out to ensure the venues are set up and presented in the best possible way to deliver a great experience for clients and guests.</p> <p>The Assistant Venue Manager will work closely with Event Advisors, Facilities &amp; Assets, Setup &amp; Delivery, Guest Experience and Cleaning teams on behalf of the venue to together deliver a seamless end to end customer venue 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
Venue Management	<ul style="list-style-type: none"> <li>• Be prepared to take the initiative, roll up your sleeves and do what it takes to meet the needs of hirers, customers and guests</li> <li>• Develop a strong working knowledge of specific venue sites to ensure best advice and options can be presented to Event Advisors to communicate to clients looking for nonstandard offerings</li> <li>• Maintain all venues to a high standard of cleanliness and presentation at all times consistent with WellingtonNZ standards</li> </ul>

Operational Delivery	<ul style="list-style-type: none"> <li>• Provide briefings and toolbox talks to staff to ensure they have all the relevant and correct information required to provide an excellent client experience</li> <li>• Ensure operational activities have followed all appropriate H&amp;S policies/procedures</li> <li>• Work with the Setup &amp; Delivery Manager and Guest Experience Manager to manage Setup &amp; Delivery and Guest Experience staff as required</li> <li>• Provide guidance, direct supervision and direction to the Cleaning, Setup &amp; Delivery and Guest Experience teams when required</li> <li>• Provide shift reports and handovers for the next Assistant Venue Manager or Setup &amp; Delivery Team leader who is next on site</li> <li>• Work alongside supply partners to deliver a seamless customer experience</li> <li>• Review and support implementation of business-critical operating procedures (SOPs) and processes in line with in house auditing standards</li> <li>• Manage venue consumables (flashlights, batteries, tape, first aid equipment, etc.)</li> <li>• Create and implement systems, processes and procedures to increase efficiency and quality of event delivery.</li> </ul>
Facilities management	<ul style="list-style-type: none"> <li>• Work with the Facilities &amp; Assets team to coordinate any scheduled maintenance and to manage all operational assets and to ensure building repairs and maintenance are carried out when required and on an ongoing basis</li> <li>• Assist in managing building repairs and reactive maintenance through accurate and timely identification and reporting.</li> </ul>
Supply partner management	<ul style="list-style-type: none"> <li>• Work with our preferred catering and technical partners to ensure their services are provided within operational guidelines of the venue, leading to a great customer service for the client</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> <li>• Act as key contact between the venue and corporate /retail catering partners.</li> </ul>
Coordination and Administration	<ul style="list-style-type: none"> <li>• Have oversight of logistical planning and delivery of all services in the venue</li> <li>• Assist in coordinating operational and cleaning activities occurring in the venue</li> <li>• Assist in administrative tasks including, but not limited to programming HVAC and BMS systems, programming digital signage, writing task lists, filing shift reports and providing reports to the MFC/OH Venue Manager as required</li> </ul>

	<ul style="list-style-type: none"> <li>• Any other reasonable requests.</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> <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 completed by 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
<b>To make the Wellington region wildly famous</b>	Do it together Dare to be different Show the passion Find the fun Focus on the customer	Collaborative People centered Supportive Constructive Open Recognition Celebrate success Empowerment Ownership Accountability Learning, coaching and personal growth