

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:	Performance Events Manager
Business unit:	Venues Wellington
Who reports to:	Event Development & Sales Manager
Direct Reports:	Performance Events BDM, Ticketing Specialist, Performing Arts Coordinator
Date:	May 2019
Purpose of the job:	<p>The Performance Events Manager is responsible for managing the Performance Events team, and for sourcing, contracting, ticketing and funding of shows and performance events in Venues Wellington managed venues.</p> <p>The Performance Events Manager is responsible for sourcing and negotiating significant international and domestic shows and seasons.</p> <p>A key focus of the position is developing a strong year-round calendar of events across a variety of genres to attract and grow local and out of town audiences, whilst providing a seamless service to all clients.</p>

PART B: JOB SCORECARD DESCRIPTION

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

Area of responsibility	Actions/ Tasks
Performance Events	<ul style="list-style-type: none"> • Work with the Event Development & Sales Manager to develop and deliver an annual performance event programme business plan that increases the number and variety of such events delivered in the Venues Wellington venues • Lead the Performance Events team to develop and deliver on the annual performance events business plan • Support the Event Development & Sales Manager in delivering a programming calendar in order to maximise both yield and use of Venues Wellington venues • Work closely with the Business Events sales team to ensure cross team collaboration, to

	<p>resolve booking conflicts between business and performance events to deliver the best outcomes for the wider business</p> <ul style="list-style-type: none"> • Oversee the ticketing requirements for all ticketed Performance Events in our venues, including the management of the relationship with our ticketing partner • Ensure alignment between agreed business strategy, financial viability and utilization of resources associated with WellingtonNZ's Performance Event business.
Leadership and People Management	<ul style="list-style-type: none"> • Provide leadership to ensure that the Performance Events team are supported to effectively manage all programming aspects of performance events • Ensure the Performance Events team are fully trained and adequately skilled for the tasks expected of them and understand relevant standard operating procedures • Create a positive team environment that motivates individuals and the team to attain the target of matching delivery of events with client expectation • Coach direct reports in an appropriate and professional manner to improve performance. • Monitor the performance and workload of all staff members • Responsible for the hiring, review and ongoing management of all staff in the Performance Events team.
Client Relationships	<ul style="list-style-type: none"> • Manage, initiate and build relationships with commercial promoters to ensure that Wellington remains top of mind for our promoters, and the pipeline of commercial concerts and productions is maintained • Develop and maintain relationships with Venues Wellington resident hirers to balance their requirements with the wider business requirements of Venues Wellington • Source and negotiate international and domestic shows and seasons, including new shows, new genre and new hirers/promoters • Provide exceptional event experiences for our clients through attention to detail and great account management • Represent WellingtonNZ's brand in a professional manner appropriate to our values with all clients (including hirers), patrons, suppliers and stakeholders.
Budget management	<ul style="list-style-type: none"> • Work with the Event Development & Sales Manager to develop an annual budget for revenue related to shows and performance events in Venues Wellington owned venues.

	<ul style="list-style-type: none"> • Support the Event Development & Sales Manager through the day to day managing and monitoring of the performance events budget.
Marketing and Brand PR	<ul style="list-style-type: none"> • Work with the Destination & Marketing team to ensure effective sales and marketing plans are in place to support ticket sales, partners and event owners • In conjunction with the hirer, partners and the marketing team, develop marketing strategies to drive ticket sales for performance events • Work closely with the Events & Experience team to ensure cross team collaboration, a seamless service, a cohesive Venues Wellington Brand and to provide backup as necessary.
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. • Actively collaborate and participate in WellingtonNZ-wide initiatives and projects.
General	<ul style="list-style-type: none"> • This job scorecard is not intended to be an exhaustive list of tasks, but to act as guide as to the main duties and responsibilities of the position. Its content will be subject to regular review in conjunction with the job holder.

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
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 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	Creating a vision: <ul style="list-style-type: none"> . Translating the vision into action . Taking risks to create innovative outcomes . Talking openly and positively about possibilities
	Leading with purpose: <ul style="list-style-type: none"> . Setting team goals that are meaningful . Understanding individual needs and motivations and aligning expectations . Asking the tough questions . Creating opportunities for individual development

	<p>Building an awesome team:</p> <ul style="list-style-type: none"> . Building strategic partnerships . Giving trust and autonomy . Creating opportunities for collaboration and information sharing . Encouraging diverse thinking and perspectives . Mentoring and coaching individuals and knowing the difference
	<p>Making things happen:</p> <ul style="list-style-type: none"> . Holding self and others to account . Considering people alongside performance outcomes . Acting quickly to resolve issues . Using analysis and critical thinking to drive quality decision-making . Right-sizing resourcing . Remaining calm and focused when things get tough . Making time to review and learn from mistakes
	<p>Being authentic and inclusive:</p> <ul style="list-style-type: none"> . Recognising your own strengths and areas for development . Asking for and responding positively to feedback . Questioning and challenging others with respect . Owning your mistakes

Values: Values & behaviours which, when adopted, will bring to life WellingtonNZ's aspired culture.

Our purpose	Our organizational values	Our culture
To make the Wellington region wildly famous	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