

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 WREDA and to their own success.

| | |
|----------------------------|--|
| Name of role: | Operations Delivery Manager |
| Reports to: | Operations Manager |
| Direct reports: | Equipment Logistics and Tracking Specialist, Stores & Exhibition Coordinator, Operations Team Leaders, Permanent and Casual Operations Team Members |
| Date: | February 2019 |
| Purpose of the job: | <p>This position is responsible for leading and managing the operations team throughout Venues Wellington's venues. This will drive continuous improvement, and work towards streamlining efficiencies in Venue Operations.</p> <p>You will be responsible for coaching and developing the team to provide efficient work flows and outstanding customer service to internal and external clients. The role will work closely with the Operations Manager to identify new strategies and objectives as well as be a key resource in ensuring these are rolled out.</p> |

PART B: JOB SCORECARD DESCRIPTION

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

| Area of responsibility | Actions/ Tasks |
|----------------------------------|---|
| People leadership and management | <ul style="list-style-type: none"> • Provide strong leadership and support to the Operations team • Achieve the Operations Team deliverables through planning and guidance on the team's daily activities. • Supported by the Operations Team Leads ensure that all Operations Team Members contributes in his/her best possible way and works towards the goals and objectives of the team. • Ensure team deadlines are met and ensure that individuals understand the task at hand and feel supported and empowered to perform in their role. • Effectively manage the team, energise around a shared vision by creating a 'team' culture to ensure the team are empowered and feel supported to achieve in their roles and work as a single unit towards common objectives. • Provide guidance and leadership to Operations team on the floor around technical and operational considerations and compliance through ongoing training, leading from the front and mentoring. |

| | |
|--|--|
| | <ul style="list-style-type: none"> • Coach direct reports in an appropriate and professional manner to improve performance, efficiencies and meet team KPI's • Identify learning and development deficits and work with the Operations Team Leads in order to implement training systems to improve these • Conduct regular, monthly check in process with Operations team members and identify performance expectations, any areas of development for team members, KPI's and provide coaching and support where required • Manage any no-shows, lateness and performance issues as per WREDA policies, with input from HR, and manage follow up and improvement process |
| Operational strategy and continuous improvement | <ul style="list-style-type: none"> • Utilise past technical and operational experience to identify areas for improvement or development within the process of our operations, drive and implement improvements • Identify medium to long term projects that will contribute to the ongoing success and continual improvement of our venues and the way we deliver, and act as a key player in delivering those projects • Implement and manage a regular quality checking process for services provided • Work with Operations Manager and General Manager, Events & Experiences to identify new strategies and objectives to drive continual improvement of our delivery • Review and support business critical operating procedures to ensure that the team is operating in the most efficient and safest way possible. |
| Equipment and Asset Management | <ul style="list-style-type: none"> • Assist and Lead the Equipment Logistics and Tracking Specialist in developing an asset management plan, maintenance program and managing operational inventory. • Oversee the maintenance and upkeep of operational assets and equipment through the Equipment Logistics and Tracking Specialist |
| Commercial performance | <ul style="list-style-type: none"> • Review and support implementation of business-critical operating procedures (SOPs) and processes in line with ISO standards • Manage operational budget and assist the Operations Manager with long term budget planning • Manage the operations staffing and consumable budget, ensuring it is in line with budget requirements |
| Rostering, policies, projects and administration | <ul style="list-style-type: none"> • Ensure systems are in place for accurate forecasting and ensuring adequate resources are rostered and available to undertake workload in line with our rostering requirements and guidelines. • Monitor the performance of all Operations permanent and casual staff rosters and work with Operations Team Leaders to make changes to maximise efficiencies and productivity gains • Any other reasonable tasks as required |

| Area of responsibility | Actions/ Tasks |
|-------------------------------|---|
| Improving technical expertise | <ul style="list-style-type: none"> • Draw on past technical experience, and continually work to improve the technical knowledge of the team • Work alongside our technical partners in event planning and delivery • Act as a go to resource for operational planning |
| Health, safety and compliance | <ul style="list-style-type: none"> • Implement and drive the H&S management system around all aspects of operational management • Encourage a culture of Health & Safety, taking a lead role in ensuring the team is adequately trained in and adhere to our standard operating procedures and policies while being willing to offer ideas and new initiatives that can improve business processes and customer delivery • Work with the Health, Safety & Compliance Officer to ensure each team member is inducted in the correct manner for each venue and are able to report on any hazards, risks or incidents then work to mitigate these risks in our venues. • 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 WREDA 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. |
| WREDA collaboration | <ul style="list-style-type: none"> • Maintain a "WREDA-wide" perspective with all work. • Consider how your role links and contributes to other areas of WREDA, and actively engage when required. • Communicate with fellow WREDA colleagues on work, initiatives and projects. • Actively collaborate and participate in WREDA-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 |
|---|----------------|
| Build an inclusive team that are invested in the success of our venues and WREDA | |
| Provide an Operational Team that is efficient and focused on delivering a superb customer experience to our internal and external clients. | |
| Identify medium to long term projects and strategies that will contribute to the ongoing success and continual improvement of our venues and act as a key player in delivering those projects | |
| Work with the Operations Manager to improve the morale and engagement of our operations teams, along with increasing engagement in Health & Safety | |
| Identify learning and development deficits and work with the Operations Team Leaders to implement training systems to improve these | |

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

| Competency | Description of competency |
|---|---|
| People Management | Proven ability to build and develop a high performing team. Success in managing performance issues and maintaining a positive, inclusive and productive team culture. |
| Technical Ability and Experience | 4+ years in a Senior Operations or Senior Technical role. Sound knowledge of technical services, rigging etc. Working knowledge of Visio and EBMS or similar. Competency in Microsoft Office Suite. |
| Communication | Communicates information clearly, adjusting the way they communicate to suit the intended audience. Confident discussing technical aspects of an event with production managers, technical producers etc. |
| Relationship Management/ Customer Focus | Holds, builds and maintains established industry relationships at a mid to senior level. Proactively has an awareness of and acts to consistently meet customer/ client needs. |
| Work Organisation | Effectively organizes all aspects of work in order to achieve high quality and timely output. Can organize and run a large team to deliver goals. |
| 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 WREDA'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> |