

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:	Michael Fowler Centre (MFC)/Opera House (OH) Venue Manager
Business Unit:	Venues Wellington
Who reports to:	Venues Operations Manager
Direct reports:	Assistant Venue Manager(s)
Date:	May 2019
Purpose of the job:	<p>The MFC/OH Venue Manager has overall responsibility for the MFC/OH venues and for driving the venue setup, presentation and delivery of a great event as well as the long-term operational planning of venue management.</p> <p>The MFC/OH Venue Manager is responsible for ensuring venues are maintained to a high standard at all times in terms of cleanliness and presentation and 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 MFC/OH Venue Manager will be collectively responsible with the TSB Arena/Shed 6 Venue Manager and Guest Experience Manager to deliver a great experience to our clients, customers and guests and to improve the operational delivery within each venue.</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"> • Retain overall responsibility for all aspects of the MFC/OH venues, from its people, equipment, state and presentation of the venues • Manage the logistical planning, delivery and look and feel of the venue • Manage the operational relationships with supply partners and contractors

	<ul style="list-style-type: none"> • Work on a one to three-month horizon to ensure appropriate logistical plans are achievable and highlight any potential issues or concerns with the relevant parties • Develop a strong working knowledge of the venue to ensure best advice and options can be presented to Event Advisors to communicate to clients • Work with the Setup & Delivery Manager to ensure all aspects of the operational set up and delivery of events is achieved • Work with the Cleaning & Delivery Manager to ensure the cleaning requirements and quality of the venue for custodial, periodical and event day cleans are met • Oversee the venue roster to ensure sufficient operational staff are onboard, i.e. Setup & Delivery team members, cleaners etc. in order that the venue is ready and functional to deliver a successful event • Work closely with the Setup & Delivery Manager, Guest Experience Manager, Facilities & Assets Manager, and external providers to ensure that the guest and client have an exceptional experience and delivery is constantly reviewed for continual improvement (i.e. planning and debriefs) • Liaise with other venues, sourcing information and gathering intel, to help planning of event and developing a good relationship with other venues.
Leadership	<ul style="list-style-type: none"> • Provide guidance and leadership to the venue management team • Coach direct reports in an appropriate and professional manner to improve performance • Represent the venue management team in regular meetings (H&S, planning, debriefs, operations meetings etc.) • Work alongside Event Advisors, Facilities & Assets, Setup & Delivery, Guest Experience and Cleaning teams on behalf of the venue to together deliver a seamless end to end customer experience of venues event delivery • Provide honest, open and timely feedback verbally or through shift reports on the performance of Setup & Delivery, Cleaning and Guest Experience team members.
Operational delivery	<ul style="list-style-type: none"> • Provide briefings and toolbox talks to staff to ensure they have all the relevant and correct information required to provide an excellent client experience • Ensure operational activities have followed all appropriate H&S policies/procedures • Work with the Setup & Delivery Manager, Guest Experience Manager to manage Setup & Delivery and Guest Experience staff as required

	<ul style="list-style-type: none"> • Work alongside supply partners to deliver a seamless customer experience • Review and support implementation of business-critical operating procedures (SOPs) and processes in line with in house auditing standards • Oversee venue consumables (flashlights, batteries, tape, first aid equipment, etc.) • Create and implement systems, processes and procedures to increase efficiency and quality of event delivery.
Facilities management	<ul style="list-style-type: none"> • Work with the Facilities & 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 • Assist in managing building repairs and reactive maintenance through accurate and timely reporting.
Supply partner management	<ul style="list-style-type: none"> • 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 • Retain oversight of logistical planning, delivery and look and feel of catering services • Ensure post-event issues and concerns are addressed and key learnings are communicated to the wider team with a focus on continual improvement.
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.

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

Our purpose	Our organisational 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