

PART A: JOB SUMMARY

To provide clear goals, expectations and feedback so that each member of the team can significantly multiply their contribution to WellingtonNZ and to their own success.

Name of role:	Guest Experience Manager
Reports to:	Venues Operations Manager
Direct Reports:	Casual Hosts and Casual Host Team Leads
Date:	December 2020
Purpose of the job:	<p>The Guest Experience Manager is responsible for leading a team of casual hosts and casual host team leads (approx. 70) to ensure guests have an unforgettable experience whilst in our venues.</p> <p>The Guest Experience Manager is responsible for ensuring that all events are adequately resourced and that the Guest Experience team is fully trained and skilled for the tasks expected of them and that they understand and adhere to all relevant SOPs.</p> <p>The Guest Experience Manager will be collectively responsible alongside the Senior Venue Manager and Set Up and Delivery Manager to deliver a great experience to our clients, customers and guests and to improve the operational delivery within each venue, with a particular focus on the guest experience.</p>

PART B: JOB 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"> • Work in collaboration with the Senior Venue Manager and Set Up and Delivery Manager and other Events and Experience teams to identify, develop and implement continuous improvements to the guest experience at events in the venues. • Take a leading role in defining and delivering the Venues Wellington guest experience, including working with supply partners, (e.g. caterers), to deliver a great guest experience

Team Leadership and People Management	<ul style="list-style-type: none">• Provide leadership and supervision to the Guest Experience team in order to delivery outstanding customer service for all of our guests• Provide on the floor leadership, when required, ensuring the Guest Experience staff on shift are well briefed, allocated appropriately and prepared for the event• Ensure the teams are fully trained and adequately skilled for the tasks expected of them• Actively communicate and engage with the Guest Experience team ensuring they are receiving all company information and updates as required.• Review and action ongoing training and development of the Guest Experience team including identifying any areas of development and work with the Venues Operations Manager and People & Culture team to action appropriate training• Ensure post-event issues and concerns are addressed and key learnings are communicated to the wider team with a focus on continual improvement.
Resource Allocation Management/Rostering	<ul style="list-style-type: none">• Fill the guest experience rostering requests and circulate the roster as appropriate, in a timely manner• Ensure that all training is updated in the rostering system• Manage casual hosts profiles in the rostering system to ensure that appropriately trained staff are allocated to each shift• Provide training on the rostering system to staff members to ensure the system is understood, correctly used and information is inputted correctly• Manage all timesheets and work closely with payroll to ensure correct and timely payments• Work on a one to three-month horizon to ensure that there are enough trained and developed staff to service all events.
Health, safety, wellbeing 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

	<ul style="list-style-type: none">• Report any potential hazards or risks to health and safety or the environment as soon as is possible to 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 of your 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
Functional skills and experience	<ul style="list-style-type: none"> • Previous experience in leading and managing a large pool of casual staff • Experience in rostering casual staff across multiple sites • Proven success in Customer Service training and development • Excellent communication skills and the ability to communicate information clearly including both verbal and written abilities • Be highly organised to ensure all aspects of work are carried out in a timely and high-quality manner • Knowledge of EBMS, Humanforce or other event and rostering systems desired, but not required
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
Making things happen	<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
Building an awesome team	<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

Competency	Description of competency
Being authentic and inclusive	<ul style="list-style-type: none"> • Recognising you 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
<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>