

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:	Setup & Delivery Manager
Reports to:	Venues Operations Manager
Direct Reports:	Setup & Delivery Team Leaders, Setup & Delivery Permanent and Casual staff
Date:	March 2022
Purpose of the job:	<p>This role is responsible for planning the execution of all venue event setups, resets and pack downs, along with the rostering of crew and the allocation of equipment.</p> <p>You will manage a team of permanent and casual Set up & Delivery team members supported by team leads.</p> <p>Works closely with the Venues Operations Manager to identify new strategies and efficiencies in our venues operations, as well as be a key resource for ensuring these are operationalised on a day to day basis.</p>

PART B: JOB 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 Setup and Delivery team. • Achieve the team deliverables through planning and guidance on the team’s daily activities. • Supported by the Setup and Delivery Team Leads to ensure that all team members contribute in their 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. • Manage any performance issues as per WellingtonNZ policies, with input from HR and manage follow up and improvement process.

Contract Management	<ul style="list-style-type: none"> • Support external contractors in the planning of daily activities ensuring they have the information and resources required to deliver to the highest possible standard. • Provide feedback on performance to ensure that the contractors are delivering to the highest possible standard and are continually improving. • Work alongside the Venue Manager of each site and external contractors to ensure the periodical and daily tasks are planned for and executed.
Operational strategy and continuous improvement	<ul style="list-style-type: none"> • Utilise technical and operational experience to identify areas for improvement and 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 Venues 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 both teams are operating in the most efficient and safest way possible.
Equipment and Asset Management	<ul style="list-style-type: none"> • Assist the Facilities and Assets team in developing an asset management plan, maintenance program and managing operational inventory. • Assist in the maintenance and upkeep of operational assets and equipment.
Commercial performance	<ul style="list-style-type: none"> • Review and support implementation of business-critical operating procedures (SOPs) • 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 Setup and Delivery Teams rosters and work with Team Leaders and Supervisors to make changes to maximize efficiencies and productivity gains. • Any other reasonable tasks as required.
Improving technical expertise	<ul style="list-style-type: none"> • Utilise 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.

	<ul style="list-style-type: none"> • Work with the Health, Safety & Compliance Officer to ensure each team member is inducted in the correct manner for each venue and can 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 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 minimize 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 description 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 WellingtonNZ	
Provide a Setup and Delivery 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 Venues Operations Manager to improve the morale and engagement of our operations teams, along with increasing engagement in Health & Safety	

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

Competency	Description of competency
People Management	<ul style="list-style-type: none"> Is able to motivate and lead a team to deliver results by translating strategic goals into team goals that are meaningful and leveraging off the strengths of the team. Creates an environment where team members can develop, grow and be their unique self.
Technical Ability and Experience	<ul style="list-style-type: none"> 4+ years in a Senior Operations or Senior Technical role. Sound knowledge of technical services, staging, rigging etc. Working knowledge of Visio and EBMS or similar. Competency in Microsoft Office Suite.
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
Being authentic and inclusive	<ul style="list-style-type: none"> Recognizing 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
<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>