

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:	Venue Manager
Reports to:	Senior Venue Manager
Direct reports:	Nil, however when rostered on for an event, Front of House and Operational staff will take their lead from you.
Date:	April 2022
Purpose of the job:	<p>The Venue Manager has overall responsibility for managing our venues during an event, including pack in and pack out as well as the successful delivery of the event. This includes driving the venue setup and presentation and providing excellent customer service for our clients and guests and ensuring all work taking place in the venue is performed in a safe way.</p> <p>This role will work proactively with our clients, acting as their main point of contact during the delivery of their event, to ensure that we deliver fully on our obligations, their needs are met, and that events are successfully delivered.</p> <p>The Venue Manager, working with the Set up & Delivery and Facilities & Asset teams, 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>You will work with the Senior Venue Manager, other Venue Managers, the Guest Experience Manager, the Set Up and Delivery Manager and our key service providers to deliver a great experience to our clients, customers and guests.</p>

PART B: JOB 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"> • Take responsibility for the venue during an event, including the people, the equipment, and the state and presentation of the venues. • Work proactively with our clients, acting as their main point of contact during the delivery of their event, to ensure that we deliver fully on our obligations, their needs are met, and that events are successfully delivered. • Develop meaningful and productive operational relationships with supply partners and contractors. • Be proactively aware of, and consistently respond to, customer and client needs. • Develop a strong working knowledge of the venue to ensure best advice and options are given to Event Advisors to communicate to clients. • Work with the Setup & Delivery Manager to ensure all aspects of event operational set up and delivery is achieved. • Work with the cleaning providers to ensure the cleaning requirements and quality of the venue for custodial, periodical and event day cleans, is met. • Work closely with the Setup & Delivery Manager, Guest Experience Manager, Facilities & Assets Manager, and external providers to ensure that guests and clients have an exceptional experience and delivery is continuously improved (i.e. planning and debriefs).
Leadership	<ul style="list-style-type: none"> • Provide appropriate, on the floor guidance and leadership to team members working at events/venues. • Be prepared to take the initiative, roll up your sleeves and do what it takes to meet the needs of our hirers and customers. • Represent the venue management team in regular meetings when required (i.e. Health & Safety, Event Planning and debriefs, Operations meetings etc.) • Provide honest, open and timely feedback (verbally and/or through shift reports) regarding the event and the performance of any team members working the event (i.e. Setup & Delivery, Cleaning, Guest Experience).

Area of responsibility	Actions/ Tasks
Operational Delivery	<ul style="list-style-type: none"> • Provide briefings and toolbox talks to team members to ensure they have all the information they need to provide an excellent client experience. • Ensure operational activities follow all appropriate H&S policies/procedures. • Work with the Setup & Delivery Manager and Guest Experience Manager to help manage their team members as required. • Review and support implementation of business-critical operating procedures (SOPs) and processes in line with in-house auditing standards. • Work with the Venue Operations Manager, Setup & Delivery Manager, Guest Experience Manager and the Event Sales & Planning team on continuous improvement of our client service, event delivery and guest experience.
Facilities Management	<ul style="list-style-type: none"> • Work with the Facilities & Assets team to coordinate scheduled maintenance, manage operational assets, and ensure timely and ongoing building repairs and maintenance are carried out. • Assist with 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 Venues' operational guidelines to contribute to a great customer service for the client. • Ensure post-event issues and concerns are actioned/addressed and key learnings are communicated to the wider team, always with a focus on continual improvement.
Health, safety, wellbeing and compliance	<ul style="list-style-type: none"> • If required to, act as a lead safety warden in the case of an emergency by providing instructions to client, suppliers and the Guest Experience team to maintain order and/or lead the evacuation of guests and those on site to exits, or provide any other leadership where required • 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 is possible to take immediate action to minimize or mitigate these if it is not potentially harmful to your own health and safety.

Area of responsibility	Actions/ Tasks
WellingtonNZ collaboration	<ul style="list-style-type: none"> • Maintain a “WellingtonNZ-wide” perspective with all your work. • Consider how your role links and contributes to other areas of Venues Wellington, 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
Event Delivery	<ul style="list-style-type: none"> • Events are delivered to a high standard, meeting our clients expectations and requirements
Teams working at an event are knowledgeable, engaged and responsive	<ul style="list-style-type: none"> • Team members are engaged, feel adequately supported, well-briefed and prepared for events • Positive interactions encouraged and observed
Clients and guests have a great experience at our venues	<ul style="list-style-type: none"> • Clients and guests have a positive and memorable experience at Venues Wellington events, positive client and guest feedback received • Clients have all the information they need, in a timely manner • Clients feel we have exceeded their expectations in hosting their event
Any potential challenges are seen ahead of time and mitigated before they happen	<ul style="list-style-type: none"> • Forward thinking and aware of what is coming next
Reporting is done efficiently with a focus on continual improvement	<ul style="list-style-type: none"> • Communication is clear, accurate and timely. • Not afraid of new ideas and making suggestions on how to improve
Health and Safety	<ul style="list-style-type: none"> • Health and Safety requirements are satisfied to the Venue Manager’s ability • If required to, guests are evacuated safely and all health and safety procedures are followed correctly

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"> • Experience in working with multiple teams and stakeholders in an event or venue setting • Experience in leading teams in a transparent and respectful way • Developed understanding of the Health and Safety at Work Act 2015 and how that relates to events/venues • Strong interpersonal and communication skills including verbal and written • Able to remain calm and composed when under pressure, including directing others when required • Past experience using Event Management Software is desirable
Creating a vision	<ul style="list-style-type: none"> • Understanding the strategic context • Challenging the status quo • Accepting challenges • Committing to the vision
Leading with purpose	<ul style="list-style-type: none"> • Living our values • Having the courage to question and speak up • Adapting your style to meet individual needs
Making things happen	<ul style="list-style-type: none"> • Giving timely and constructive feedback • Staying close to the issues • Collaborating for better decision-making • Recovering quickly from setbacks
Building an awesome team	<ul style="list-style-type: none"> • Valuing uniqueness and differences in others • Trusting others • Sharing information, collaborating and helping others
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

Competency	Description of competency
	<ul style="list-style-type: none"> 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	Doing 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