



# WHANGANUI DISTRICT COUNCIL

Te Kaunihera a Rohe o Whanganui

## VENUE CO-ORDINATOR Position Description

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Post Number:	EMV 689
PD Created / Modified:	February 2023
Department / Group:	Venues & Events Department / Community & Customer Experience Group
Responsible to:	Manager Whanganui Venues & Events
Location:	Whanganui War Memorial Centre / Royal Whanganui Opera House / Cooks Gardens
Position Purpose:	<p><b>Primary focus of position:</b></p> <ul style="list-style-type: none"><li>• To co-ordinate events across all Whanganui District Council venues - the Whanganui War Memorial Centre, Royal Whanganui Opera House, and Cooks Gardens</li><li>• Is responsible for event service and delivery across all venues</li><li>• To deliver a consistently high level of customer service at all times, in order to exceed customer satisfaction and develop positive customer relations</li><li>• To take ownership of events and be involved in the day-to-day planning, preparation and operational delivery</li></ul>

### ***Whanganui District Council Vision***

Whanganui: Leading Edge:

- A deeply united community
- Connected
- Innovative and creative
- Safeguarding our place
- Works for everyone

### ***Whanganui District Council Purpose***

SUSTAINING *the safety and welfare of our community*

SUPPORTING *richness and opportunity through education, lifestyle and commerce*

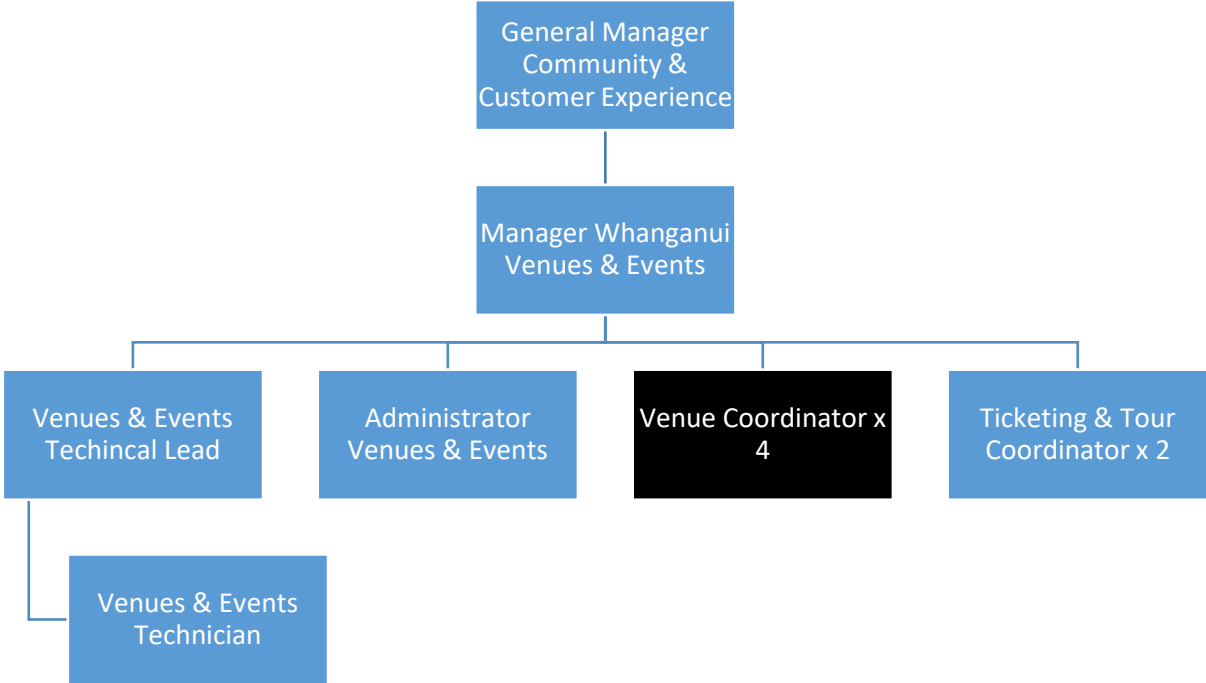
PRESERVING *our exceptional heritage and infrastructure*

PROTECTING *our environment and Awa*

### ***Our Values***

- Positive and encouraging
- Collaborative brilliance
- Make great happen

# Department Structure



## Functional Relationships

<b>Key Internal and/or external relationships</b>	<b>Nature of the contact most typical:</b> <i>(e.g. courtesy, understanding others, giving/receiving information, explaining things, liaising, advising, gaining cooperation, facilitating, influencing and persuading, resolving minor conflicts, mediating, negotiating, formal negotiation, supervising, leading.)</i>
<b>External</b>	
<ul style="list-style-type: none"> <li>• Event Organisers</li> <li>• Event Promoters</li> <li>• Friends of Opera House</li> <li>• General Public</li> <li>• Other Venue Management</li> <li>• Technical Contractors</li> <li>• Suppliers</li> <li>• Maintenance and Service providers</li> </ul>	<ul style="list-style-type: none"> <li>• Dealings with all contacts must be done with courtesy and understanding in giving and receiving of information.</li> <li>• Liaising with contractors and all promoters to gain co-operation.</li> <li>• Formal negotiation with promoters and some contractors.</li> <li>• Influencing and persuading promoters to use the venue and make the right choices re event prices and advertising.</li> </ul>
<b>Internal</b>	
<ul style="list-style-type: none"> <li>• General Manager Community &amp; Customer Experience</li> <li>• Whanganui &amp; Partners</li> <li>• Marketing &amp; Communication</li> <li>• Venues &amp; Events Lead Technician</li> <li>• Catering and Beverage providers</li> <li>• Other Council staff</li> </ul>	<ul style="list-style-type: none"> <li>• Co-operation, courtesy, exchanging routine information.</li> <li>• Explaining things to people, clarifying and understanding needs.</li> <li>• Gaining co-operation, advising and resolving conflicts.</li> <li>• Facilitating, motivating and persuading.</li> <li>• Influencing, tact and diplomacy in sensitive situations.</li> <li>• Mediation and negotiation.</li> </ul>

### Responsible For:

Direct Management of Staff:	Nil
Indirect Management of Staff:	Casuals and Volunteers

### Financial Responsibility:

Delegated Authority:	In accordance with delegated authority guidelines
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## Key Task Summary:

The position of **Venue Co-ordinator** encompasses the following major functions or Key Result Areas:

1. Event Planning
2. Venue Co-ordination including operational delivery
3. Support to the Manager Whanganui Venues & Events
4. Marketing and Promotions
5. Customer Service
6. Long-Term & Annual Planning Process
7. Emergency Management
8. Risk Management
9. Health and Safety
10. Professional Development and Training
11. Other

<b>Key Result Area:</b>	<b>Job holder is successful if:</b>
<b>1. Venue Co-ordination</b>	
<ul style="list-style-type: none"> <li>• Communicate with key staff to ensure efficient utilisation of venues and spaces.</li> <li>• Liaise and co-ordinate with clients during all facets of the planning and organising of events, to ensure that their requirements are understood and implemented correctly.</li> <li>• Manage service delivery by actively working within the room/venue of significant events to ensure that the client's requirements are met.</li> <li>• Liaise with all internal and external suppliers required to deliver the event to the specification of the client.</li> <li>• Responsible for all set-up and co-ordination across all venues including, overseeing and assisting with set-ups, pack-ins, and pack-outs of events and clearing of venues.</li> <li>• Oversee and assist with the execution of the event, providing an end-to-end experience for the client.</li> <li>• Collection and distribution of hirer's production ticketing, marketing and Front of House requirements and information.</li> </ul>	<ul style="list-style-type: none"> <li>• Communication with key staff is performed to a high level.</li> <li>• Clients are provided with accurate information and given regular updates.</li> <li>• The clients and customers expectations are exceeded.</li> <li>• Results are delivered.</li> <li>• Decision-making and communication is effective.</li> <li>• The venues are setup, maintained, cleared and cleaned to a high standard for each event.</li> <li>• Clients feel supported throughout their entire event process.</li> </ul>

<b>2. Event Planning</b>	
<ul style="list-style-type: none"> <li>• Ensure that submitted event plans and relevant documentation are reviewed and provide support to clients in the completion of documentation to ensure that the process is simple and easy.</li> <li>• Work with the Manager Whanganui Venues &amp; Events to continually improve Event Health &amp; Safety Planning documentation and ensure compliance with current legislation.</li> <li>• Responsible for all operational and logistic planning for event delivery ensuring that all the client's requirements are met, and staff are fully briefed on their requirements.</li> <li>• Prepare event job sheets, capturing all directly attributable time and resources for each event.</li> </ul>	<ul style="list-style-type: none"> <li>• Information on bookings, prices and documentation is easily available and easy to follow.</li> <li>• An Event Check List is easily available and user friendly.</li> <li>• Event Plans are developed and communicated.</li> <li>• Fortnightly rosters are accurately completed and presented to the Manager Whanganui Venues &amp; Events for approval.</li> <li>• Event Job Sheets are accurately completed and provided to the Manager Whanganui Venues &amp; Events within agreed time-frames post event.</li> </ul>
<b>3. Support Manager Whanganui Venues &amp; Events</b>	
<ul style="list-style-type: none"> <li>• Assist the Manager Whanganui Venues &amp; Events on the day-to-day management of all venues, and when necessary manage on-site staff in the Manager Whanganui Venues &amp; Events absence.</li> <li>• Assist and support the Manager Whanganui Venues &amp; Events in creating a team environment that fosters and develops effective working relationships.</li> <li>• Co-ordinate and monitor staff and volunteers during events to ensure that they are performing their tasks effectively.</li> <li>• Assist other Venue and Events staff in the answering of phones, ticketing, and other enquires.</li> <li>• Provide monthly KPI measure report.</li> <li>• The venues, its amenities and its surrounds are maintained in a clean, tidy and presentable state.</li> </ul>	<ul style="list-style-type: none"> <li>• Venues and events are managed to a high standard with excellent customer feedback.</li> <li>• The business operates seamlessly in the Manager Whanganui Venues &amp; Events absence.</li> <li>• The customer and client experience is of a high standard.</li> <li>• Staff and volunteers understand their roles and responsibility during events.</li> <li>• There is an increase in usage of the venues and professional relationships developed.</li> <li>• Manager Whanganui Venues &amp; Events receives accurate KPI measures within agreed time frames following month-end.</li> <li>• Services are provided to a high level.</li> </ul>
<b>4. Marketing and Promotions</b>	
<ul style="list-style-type: none"> <li>• Ensure that the best possible exposure is provided to all venues and that the venues are in support of each other, rather than competing.</li> <li>• Provide input and ideas into the development and implementation of the Marketing Plan to increase bookings and income.</li> <li>• Attend sales fairs/promotional events as required.</li> <li>• Maintain sound professional relationships with all agencies working in the Entertainment industry.</li> <li>• Support the marketing strategy and promote Whanganui Venues as attractive venues,</li> </ul>	<ul style="list-style-type: none"> <li>• A high level of promotion and marketing is undertaken for all venues and events.</li> <li>• Venues work together and have aligned goals.</li> <li>• Marketing reaches a wide audience.</li> <li>• Effective and professional working relations are maintained within the industry.</li> </ul>

encouraging a varied programme of high quality events.	
<b>5. Customer Service</b>	
<ul style="list-style-type: none"> <li>• Deliver an excellent customer service experience while monitoring daily operations</li> <li>• Demonstrate a “customer first” culture within the team, group and in the wider organisation.</li> <li>• Act as a Customer Advocate in the team, group and in the wider organisation.</li> <li>• See customer feedback as an opportunity to improve service.</li> <li>• Develop partnerships within the organisation to meet customer needs.</li> <li>• Contribute to the development of customer focused policies and procedure.</li> </ul>	<ul style="list-style-type: none"> <li>• There is demonstrated application of being customer driven.</li> <li>• Availability for customers is ensured.</li> <li>• There is evidence of understanding of the needs of the customer.</li> <li>• Evidence of improving customer service.</li> <li>• Any appropriate Service Level Agreement requirements are met.</li> <li>• CRM and correspondence are responded to in required timeframe. (Where appropriate)</li> <li>• Customer queries/requests are followed through in manner that ensures closure.</li> </ul>
<b>6. Long Term &amp; Annual Planning Process</b>	
<ul style="list-style-type: none"> <li>• Support and participate in the Long Term &amp; Annual Planning Process for the Council when required.</li> </ul>	<ul style="list-style-type: none"> <li>• The Project Manager receives effective support in achieving the Council’s statutory obligations in the development of the plans.</li> </ul>
<b>7. Emergency Management</b>	
<ul style="list-style-type: none"> <li>• Support and participation in Emergency Management for Council when required.</li> </ul>	<ul style="list-style-type: none"> <li>• The Emergency Manager receives effective support in achieving the Council’s statutory and community obligations in emergency and risk management.</li> <li>• Effective and active participation, and, where appropriate, the release of staff for emergency response situations and planned training.</li> </ul>
<b>8. Risk Management</b>	
<ul style="list-style-type: none"> <li>• Compliance with Risk Management.</li> </ul>	<ul style="list-style-type: none"> <li>• Best practice risk management procedures apply to all projects and activities.</li> <li>• Compliance with Council risk management policies and procedures.</li> <li>• Risks associated with functions managed/policies being developed are accurately identified, evaluated and reduced.</li> </ul>

<b>9. Health and Safety</b>	
<ul style="list-style-type: none"> <li>• Comply with all safe work procedures, policies and instructions.</li> <li>• Report all incidents, hazards/risks and injuries to supervisors in a timely manner.</li> <li>• Actively participate in the ongoing development of safe workplace practices in the Whanganui District Council.</li> <li>• Take personal responsibility for own safety without putting others at risk.</li> </ul>	<ul style="list-style-type: none"> <li>• Comply with any reasonable instruction that is given to you by the PCBU or your Manager.</li> <li>• Timely, full and accurate completion of incidents on the H &amp; S electronic reporting.</li> <li>• Participate in all Whanganui District Council Health &amp; Safety Induction programmes and updates as and when required.</li> <li>• Demonstrate commitment to Health &amp; Safety for yourself and your work colleagues.</li> </ul>
<b>10. Professional Development</b>	
<ul style="list-style-type: none"> <li>• Work with the Manager Whanganui Venues &amp; Events to identify own Professional Development/Training Needs.</li> </ul>	<ul style="list-style-type: none"> <li>• Own training needs are identified through appraisal and training needs analysis.</li> <li>• Agreed training programmed/development opportunities are taken up.</li> <li>• Knowledge of both management and professional areas remains up to date.</li> </ul>
<b>11. Other</b>	
<ul style="list-style-type: none"> <li>• Special projects are completed from time to time, meeting quality standards and deadline requirements.</li> <li>• Must be able to work evenings and weekends as part of weekly rostering requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• When required special projects are effectively managed.</li> </ul>

**Note:** The above performance standards are provided as a guide only. The precise performance objectives and measures for this position will need further discussion between the jobholder and manager as part of the performance management process.

<b>Work Complexity</b>
<ul style="list-style-type: none"> <li>• Being both internally and externally focused, this role is very strongly a “people, relationships and coordination” role, with the added challenge of successfully implementing functions, events and operational responsibility.</li> <li>• Developing and maintaining positive relationships with multiple clients or stakeholders, determining needs and developing appropriate responses.</li> <li>• Supervising staff – coaching and providing feedback on standards, allocating work.</li> <li>• Managing conflicting demands between stakeholders and communicating effectively.</li> <li>• Contributing and developing ideas to grow the Conference and Convention market at the venues.</li> <li>• Managing requirements for events including public health and safety, dealing with large and sometimes crowds who have been drinking.</li> <li>• Resolving disputes between groups and problem solving.</li> <li>• Understanding and driving risk management frameworks and processes.</li> </ul>

<b>Work Complexity</b>
<ul style="list-style-type: none"> <li>• Understanding and applying legislation that relates to local government including the Local Government Act, Health and Safety at Work Act.</li> <li>• Developing and maintaining positive relationships with customers and partners.</li> <li>• Due to the nature of the events industry, it is expected that Venue Coordinators may be required to work outside standard working hours as necessary.</li> </ul>

### ***Person Specification:***

<b>Qualifications</b>	
<b>Essential:</b>	<b>Desirable:</b>
<ul style="list-style-type: none"> <li>• Relevant qualification with at least 2 year's experience in a venues/events role with a successful track record.</li> </ul>	<ul style="list-style-type: none"> <li>• Marketing or Facility Management qualification.</li> </ul>
<b>Knowledge/Experience</b>	
<b>Essential:</b>	<b>Desirable:</b>
<ul style="list-style-type: none"> <li>• Exceptional attention to detail and can work under pressure.</li> <li>• Excellent time management and organisational skills is proactive and can self-manage.</li> <li>• A professional attitude with strong communication skills both verbal and written.</li> <li>• Confident and outgoing personality with excellent customer service and relationship management skills.</li> <li>• Experience in working with multi-disciplinary teams/organisations.</li> <li>• Efficient marketing, communications, public relations and presentation skills.</li> <li>• Work outside normal working hours (evening and weekend work required).</li> <li>• Competent computing skills including MS Word, Outlook, Excel and PowerPoint.</li> </ul>	<ul style="list-style-type: none"> <li>• Local Government Experience.</li> <li>• Knowledge and experience in developing policy and procedures.</li> <li>• Knowledge and experience in developing communications, together with an understanding of how different people both receive and deliver the message.</li> </ul>



## Key Skills/Attributes/Job-Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

<p><b>Expert</b></p>	<ul style="list-style-type: none"> <li>• <b>Operational Management</b> – Proven previous experience working in event operations</li> <li>• <b>Working in a political environment</b> – advantageous in understanding of the workings of local government, recognises boundaries between governance and management and acts accordingly.</li> <li>• <b>Strategic and business planning</b> – able to contribute to the development of strategic business plans.</li> <li>• <b>Performance management</b> – ability to manage organisational and individual performance requirements; not afraid of tackling the hard issues which may require attention.</li> </ul>
<p><b>Advanced</b></p>	<ul style="list-style-type: none"> <li>• <b>Relationship building and management</b> – skilled at building and maintaining effective communication and professional relationships with elected members, colleagues, partners and other stakeholders.</li> <li>• <b>Report writing</b> – able to produce timely, high quality reports in accordance with local government decision-making requirements.</li> <li>• <b>Decision-making and problem solving</b> – well developed problem-solving and decision-making skills to enable appropriate action to be undertaken.</li> <li>• <b>Budget management</b> – competent developing and managing significant activity budgets.</li> <li>• <b>Risk management</b> – advanced understanding of risk management principles and processes.</li> <li>• <b>Project management</b> – able to develop project plans and manage projects using robust project management methodology.</li> <li>• <b>Communication</b> – high standard of oral and written communication.</li> </ul>
<p><b>Working Knowledge</b></p>	<p><b>Council Policy</b></p> <ul style="list-style-type: none"> <li>• Understands and follows Council policies and procedures and how they affect the tasks and responsibilities in one’s job.</li> </ul> <p><b>Computer Aptitude</b></p> <ul style="list-style-type: none"> <li>• Understands PC operations such as operating systems, common spreadsheets and word processing software. Uses this knowledge to improve one’s ability to perform job duties.</li> </ul> <p><b>Legislation</b></p> <ul style="list-style-type: none"> <li>• Understands relevant laws and regulations and how they affect the tasks and responsibilities in one’s job (e.g. H&amp;S, Local Govt Act etc.).</li> </ul> <p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>• A champion for Health and Safety in the Workplace and a subject matter expert for hazard identification and incident management.</li> </ul> <p><b>Treaty of Waitangi and Iwi Protocols</b></p> <ul style="list-style-type: none"> <li>• Understands the principles of the Treaty of Waitangi and the local protocols for liaising with Iwi.</li> </ul>

<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Ethical approach and integrity.</li> <li>• Positive attitude and works well in a team environment.</li> <li>• Effective communicator.</li> <li>• Able to maintain high standards of professional relationships.</li> <li>• Culturally sensitive/sensitivity to Maori.</li> <li>• Strategic thinker, self-motivated and results oriented.</li> <li>• Achieves results.</li> <li>• Excellent time management and able to set priorities.</li> <li>• Comfortable around higher management.</li> <li>• Flexible to work on a roster system</li> <li>• Physically fit - the role has a practical and physical nature to set up for various events and activities</li> </ul>
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### ***Variation***

From time to time it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

### ***Acceptance of Position Description:***

I have read the attached Position Description and agree that it represents the duties I will perform for the above position.

Employee: \_\_\_\_\_ Dated: \_\_\_\_\_

Manager: \_\_\_\_\_ Dated: \_\_\_\_\_