

# VENUE OPERATIONS OFFICER

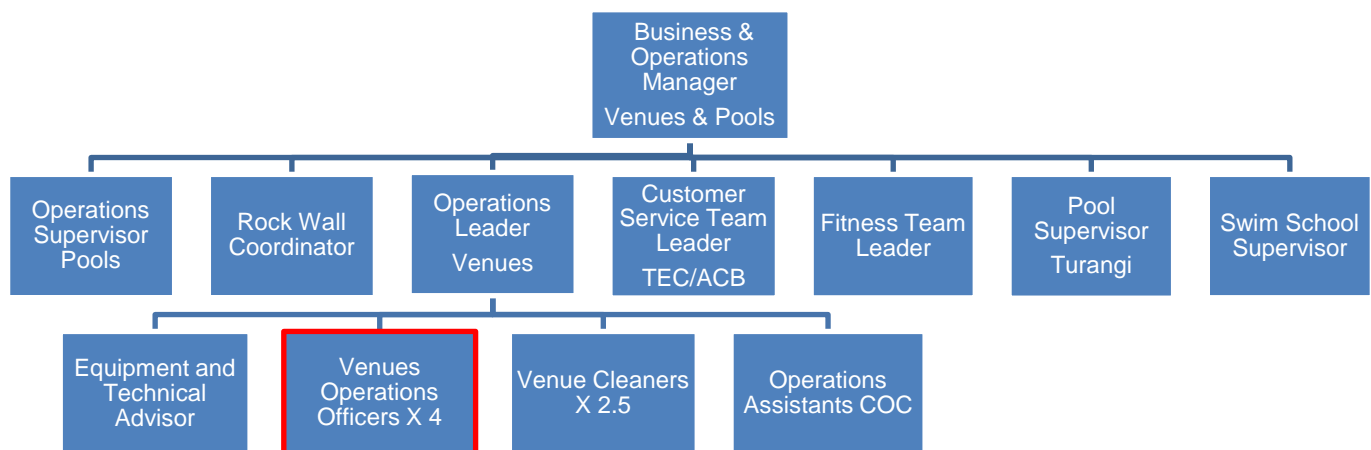
## POSITION DESCRIPTION

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### POSITION INFORMATION

<b>Group</b>	Democracy, Governance and Venues
<b>Team</b>	Venue Operations
<b>Reports to</b>	Operations Leader – Taupo Venues
<b>Direct Reports</b>	Nil
<b>Primary Location</b>	Predominantly based at Great Lake Centre, Story Place, and Taupo Events Centre, AC Baths Ave, Taupo and includes working at all Taupo venues

### TEAM STRUCTURE



## POSITION PURPOSE

- Provide technical expertise at Taupo venues.
- Assist with setting up and running shows and events including front of house and bar work.

## KEY RESPONSIBILITIES

Responsibility	Key Functions/outcome
Technical Support / Operations	<ul style="list-style-type: none"> <li>• Operate all electronic, electrical and mechanical systems, according to specifications for performance and safety</li> <li>• Competent operation of technical equipment during shows and productions</li> <li>• Action repairs and maintenance of building and equipment</li> <li>• Provide assistance with setting up and removing technical equipment</li> <li>• Undertake in-house training as required</li> <li>• Maintain the appearance and cleanliness of Venues facilities</li> </ul>
Event Support, Functions, Meetings	<ul style="list-style-type: none"> <li>• Provide assistance with the preparation and planning of customer's productions relating to lights, sound, staging, AV &amp; flying. Also including assistance with the design of technical systems</li> <li>• Act as Fire Safety, Bar Manager and/or Security Officer during events to maintain as higher level of customer safety as is practicable</li> <li>• Customer liaison</li> <li>• Help with event set up according to floor plans, including set ups in function and meeting rooms and outdoor spaces</li> <li>• Ensure event is set up on time</li> <li>• Liaise with client to ensure set up is completed to their requirements</li> <li>• Ensure set ups are completed</li> <li>• Assist with bar work and front of house</li> <li>• Liaise and maintain positive relationships with individuals, venues team and users.</li> <li>• Report/undertake/oversee routine maintenance of facilities</li> </ul>
Customer Services	<ul style="list-style-type: none"> <li>• Maximise public enjoyment by providing a consistent and high standard of customer service in a friendly and helpful manner, greeting customers with a smile and treating customers of all ages with respect and encouraging ongoing facilities use.</li> <li>• Greet clients and provide information and service in a polite, professional and knowledgeable manner</li> </ul>
Team Effectiveness of all activities	<ul style="list-style-type: none"> <li>• Assist other activity areas to achieve optimum outcomes for the venues teams.</li> <li>• Understand the basics of other tasks; support, encourage and assist Venues team members with their duties when required.</li> <li>• At the request of the Manager comply with any reasonable request to undertake duties which may be required to ensure the success of an event, programme or function.</li> </ul>
Records and Reporting	<ul style="list-style-type: none"> <li>• Ensure accuracy of information/records in systems adopted by the department/organisation.</li> <li>• Produce accurate reports as required for managers and/or SLG</li> </ul>
Health & Safety and Wellbeing	<ul style="list-style-type: none"> <li>• Model a culture of safety and wellbeing for your staff (if in a Supervisor/Manager position)</li> <li>• Take responsibility for your own health and safety</li> </ul>

Responsibility	Key Functions/outcome
	<ul style="list-style-type: none"> <li>• Ensure your own actions keep self and others safe</li> <li>• Identify, report and assist to eliminate hazards/risks in work place</li> <li>• Participate in local work place safety management practices</li> <li>• Participate in workplace wellbeing initiatives</li> <li>• Ensure compliance under Health and Safety at Work Act 2015</li> </ul>
Project Management	<ul style="list-style-type: none"> <li>• Undertakes projects and/or other initiatives that may be assigned by the manager or SLG</li> </ul>
Emergency Management	<ul style="list-style-type: none"> <li>• Participates in civil defence emergency management (CDEM) events and training if required</li> </ul>

Note: This is a broad outline of the responsibilities for this position and not an exhaustive list of your responsibilities. Key responsibilities may vary from time to time as directed by your supervisor/manager to accommodate the operational needs of the team and organisation.

## FUNCTIONAL RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> <li>• Taupo Venues Staff</li> <li>• Facilities Management Team</li> <li>• Other Taupo District Council Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Customers</li> <li>• Contractors</li> <li>• Suppliers</li> <li>• General Public</li> <li>• Event Operators</li> <li>• Touring Technician</li> </ul>

## VISION

***“Making a better life for you and your families. We’re in this together – let’s make it work!”***

## VALUES

**Kia kōtāhi mai – We’re in this together**

**Unite**

**Connect**

**Deliver**

**Kōtahitanga**

Six key behaviours summarises how we will operate and support our values:

- Share and seek information with open, effective and intentional communication
- Support one another with honesty, respect and integrity in all interactions
- Exceed expectations of the community and beyond
- Seek improvement in all that we do
- Harmonise life and work
- Build a stronger relationship with the whenua and the people

## PERSON SPECIFICATION

### Education and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> <li>• 2 years experience in related field</li> <li>• NCEA Qualifications</li> <li>• Current Drivers Licence</li> </ul>	<ul style="list-style-type: none"> <li>• First Aid Course</li> <li>• Forklift Licence</li> </ul>

### Personal Attributes

Essential	Desirable
<ul style="list-style-type: none"> <li>• Interpersonal skills</li> <li>• Communication</li> <li>• Problem Solving</li> <li>• Teamwork</li> <li>• Flexibility</li> <li>• Time Management</li> <li>• Customer Service</li> </ul>	<ul style="list-style-type: none"> <li>• Operation of Theatre Systems</li> <li>• Different Venues requirements and Equipment</li> <li>• Community Awareness</li> <li>• Cultural Awareness</li> <li>• Health and Safety Legislation</li> </ul>

### Competencies and Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>• Computer literate</li> <li>• Customer focus</li> <li>• Interest in light, sound and A/V technology</li> <li>• Practical skills</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of theatre systems</li> <li>• Occupational Safety and Health requirements</li> </ul>

## JOB DESCRIPTION SIGN-OFF

*Please note that this Job Description will be discussed annually to ensure currency of the position responsibilities.*

	Manager	Employee
Name		
Signature		
Date		