

Position Description

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| Position Title: | Facilities Lead |
| Reports To: | Venues and Events Manager |
| Responsible For: | 21 Indirect Reports |
| Group and Team: | Community Spaces and Places – Venues and Event Services |
| Children’s Worker: | No |
| Delegations and Budget Responsibilities: | As per Delegations Register |

Purpose

To ensure all venues are well maintained and achieve at the expected operational performance of each venue ensuring they are kept in a safe and sale-ready state. To provide asset performance, improvement and investment prioritisation data to the property department through being the key relationship holder. Ensure the venues are appropriately set up and staffed to meet the needs of the day to day business and its staff, clients, customers and patrons

Key Relationships

External to Council

- Clients/public.
- Community groups and organisations.
- Other local and regional authorities.
- Outside agencies including Government departments.
- Professional organisations.

Within Council

- Other team members in your Department/Group.
- Other Invercargill City Council employees.
- Elected Representatives.
- Executive Leadership Team.

Our Compass Values and Behaviours

Responsibility

Take ownership of decisions and outcomes, both collectively and individually.

- We willingly share our knowledge.
- We acknowledge our mistakes, work to resolve them and learn from them.
- We give and receive feedback in a constructive manner to resolve issues.
- We do our job with total commitment.

Respect

Everyone is important, as are their views.

- We support and care for each other.
- We stop to listen, learn and understand.
- We communicate in an honest, up-front, and considerate manner.
- We maintain confidences and avoid hurtful gossip.

Above and Beyond

Take opportunities to go the extra mile.

- We take the initiative to improve our work practices to get the best result.
- We challenge ourselves and each other to make it better.
- We take pride in providing the best possible outcomes.
- We are ambassadors for our Council at all times.

Positivity

Always look on the bright side of life.

- We are approachable, interested and friendly.
- We are open and receptive to change.
- We acknowledge and praise the efforts of others.
- We work together as a team to get the job done.

What You Will Do *(provided as a guide only)*

Supervision

- Supervise, coach and motivate team members, promoting employee engagement with constructive feedback, openness, acknowledgement and trust.
- Encourage a workplace culture of shared ideas, problem solving and mutual support within and across teams that empowers others to achieve results that are responsive, business like, well planned, safe and successful.
- Supervise team member performance and ensure the effective delegation of work tasks.
- Work alongside management to ensure that the annual performance development is carried out in accordance with Council's Performance and Remuneration Framework.
- Promptly raise concerns relating to the performance of team members with management so that an appropriate support/development plan can be put in place.
- Alongside management, work within the financial activities and budgets under your control in accordance with Council guidelines, timelines and delegated responsibilities.

Facility Performance

- Regularly audit and provide recommendations back to staff and council departments relating to the sustainability of the venues and plant.
- Schedule HVAC and BMS regimes and ensure these are adjusted to meet the needs of clients, customers and patrons.
- Audio visual systems and rigs including; Event lighting and sound, event data playback and video systems and event technical/ mechanical effects are fit for purpose and meet the needs of clients and industry standards.
- Powered and non-powered flying systems are maintained and safely operated.
- Be the onsite contact for all contractors ensuring these are scheduled in booking calendars and all contractors are inducted, appropriately supervised when needed.
- Onsite parking and external security measures are in place for events as required
- Ensure proactive programmed maintenance is undertaken on the buildings, plant and non-fixed assets.

Venue Operations and Presentation

- Promptly attend to customer enquiries and correspondence in a courteous and effective manner in conjunction with the Client Relations Lead.
- Provide clear and concise information and follow-up on all issues through to completion.
- Facilitate site inspections for potential customers of the different spaces and facilities.
- Deliver an exceptional level of customer service, treat all customers with respect and dignity, handle complaints with empathy and sincerity, and resolve customer issues to an appropriate resolution.
- Provide written quotations with accurate pricing and availability to customers concerning their events.
- Send appropriate booking contracts and forms as directed by the Client Relations Lead.
- Ensure accurate filing and document management for all information relating to events.
- Update booking management software and record customer bookings, plan for and schedule associated services to facilitate the event including the coordination of internal resources/external partners and suppliers.
- Analyse availability to maximise occupancy, sustainability focus- operational, and investment.
- Negotiate with customers to ensure optimum yielding of available space.

- Ensure a high standard of venue presentation and cleanliness within council-owned community venues for hire and their grounds by supporting the Client Relations Lead with carrying out necessary cleaning and appropriate maintenance tasks, and completing routine scheduled inspections of the facility, reporting issues for action and follow up for completion.
- Set-up and pack-down furniture and equipment before and after events where directed by the manager.
- Develop facilities operational policies and operating procedures as directed by the manager.
- Develop budgets and contribute to the unit and departmental work programme.
- Manage and maintain document library.
- Lead unit side investment and project management.
- Ensure client briefings, toolbox talks are delivered to all users of the venues and these are supported by relevant documentation including standard operating procedures, checklists and other relevant recording and instructional documents.
- Ensure all venues and their events are regularly inspected and safe through scheduled plant inspections, maintenance and certifications.
- Provide data, insights and incident reports to relevant council departments.
- Ensure the grounds and hireable spaces are maintained at a saleable and safe level.
- Keep technical and storage areas clean and organised.

Non-fixed Asset Management

- Maintain inventory control, rental services and maintenance of non-fixed asset stock.
- Provide advice on future investment and decommissioning of non-fixed assets.
- Maintain a current knowledge of relevant current and emerging technologies in the venues and events industry.

Client Services

- Ensure technical information is accessible by staff and clients as appropriate and assign a lead contact to assist potential hires.
- Provide a feedback loop to the sales lead to ensure proposals are achievable and suitable for venues.
- Ensure all facilities are in a pre-set up condition with agreed house rigs in place and non-fixed assets ready for client use.
- Ensure appropriate back of house staffing is in place for events (crew, security, event technical and health and safety).
- Meet with clients to assist with event development and planning as required.

Note: Specific performance measures for this position will be discussed between you and your manager through the performance development plan process.

What You Will Bring

The below qualities, knowledge and skills are the key focus for this position and are used to assess an applicant's suitability for the role and the incumbent's performance in the position.

Education and Qualifications

Essential:

A qualification or significant experience in facility management, property services or relevant field

Full NZ Driver's Licence

Desirable:

Technical qualification in events or theatre/film

Advanced First Aid Certificate

Knowledge, Skills and Experience

Essential:

Experience working with large scale public facilities such as theatres, hospitality, retail or sports facilities

Experience with health and safety compliance

The ability to read understand and effectively communicate complex technical documents, instructions and plans

Desirable:

Understanding of theatrical systems and emerging industry trend

Agreement

Employee

Name

Sign

Date

Manager

Name

Sign

Date

Note: From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes may be considered as part of the performance development review process or as required.

What We All Do

Customer Commitment

Treat customers with respect – taking the time to listen, learn and understand.
Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times.
Acknowledge problems and complaints, identifying and promptly acting on solutions.

Continuous Improvement

Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate.
Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

Health, Safety and Well-being

Promote a safe and sound working environment and a culture of safe and responsible behaviours and attitudes.
Adhere to Health, Safety and Well-being policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.

Civil Defence Emergency Management

Assist Council in preparing for and responding to an emergency.
After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.

Other Duties

Undertake duties from time to time that may be in addition to those outlined but which fall within your capabilities and experience.