



Position Description – Senior Venue and Events Coordinator

This position reports to: Operations Manager

Career Level: 11

Position purpose:

As a member of the Venue and Events Team the Senior Venue and Events Coordinator will be responsible and accountable for:

- Grow community and customer usage and revenue by supporting the Operations Manager with day-to-day operations of a network of facilities.
- The role will also be responsible for management of a number of unstaffed facilities within the network reporting back to the Operations Manager on performance of these facilities.
- The role is responsible for delivering outstanding customer service and quality programmes, events and activities within clean, safe, well-maintained and attractive facilities.

The key areas of responsibility include;

Operational Delivery

Outstanding customer service and quality hire activities and events are delivered

- Ensure all bookings are responded to in a timely and professional way, managed correctly and that feedback is responded to appropriately.

Facility Management

Clean, safe, accessible Council halls and centres that are presented to a consistently high standard and are compliant with relevant legislation and policies

- Ensure all allocated community centres and immediate surrounds are routinely kept clean, tidy, welcome, safe, accessible, and well-presented. Reporting any facility issues to the Operations Manager.
- Ensure annual plan is in place and carried out for all scheduled repairs and maintenance for the Community centres cluster and that these are carried out in a timely and efficient manner in accordance with legislation and Council policies and procedures and with minimal disruption to facility users
- Monitor and ensure facility compliance standards and processes take place in a timely way to a high standard
- Provide outstanding event management and delivery services to support strategic events and corporate hires
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Revenue / Financial Management

Annual revenue growth for allocated Council owned Community Centres and Halls, generating greater than 20% of operating expenditure

- Manage finances by managing spending within budget and achieving or exceeding revenue targets and provide monthly financial and statistical reports and track against KPI's for allocated facilities.
- Ensure that all invoices are processed and administered in a timely way and in accordance with Council policies and processes including following up outstanding invoices.
- Drive revenue generation in key areas to meet revenue targets and support delivery of events, classes and programmes to a broad range of community / population groups.

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Direct reports: Nil

Indirect reports: Nil

Deliverables

Big Picture

- Have awareness of strategies, contribute to plans and KPIs for self, team and other teams as required
- Stay up to date with legislation and practices as appropriate to role
- Understand the intent/ethos of local government and the services provided by other parts of the Council
- Stay informed of organisational activities and decisions through being attentive to communications
- Show understanding and commitment to Te Tiriti o Waitangi (The Treaty of Waitangi) principles, know how these Principles are relevant to your work

Performance

- Achieve performance goals and expectations and follow leadership instruction on time and to a high standard consistently
- Report on progress to plan, and against own KPIs
- Take an active role in own goal setting, learning and development
- Correctly and appropriately use technology as required for role, including new technologies
- Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment
- Comply with all legislation and Council policies
- Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment
- Set a positive example for punctuality, attendance and work ethic

People & Culture

- Act in ways that align with and promote Council values
- Be a positive and constructive team member
- Collaborate on cross team/discipline projects and teams as required
- Constructively and successfully adapt to changes
- Take positive actions to keep self and others physically and psychologically safe and well
- Attend, be prepared for and engage constructively in all meetings
- Deliver exceptional customer service consistently (make every interaction count)
- Build effective, sustainable relationships at all levels
- Have consistently positive interactions externally and with Community Boards and Elected Members (as required for role)

Requirements for all staff

- Selwyn District Council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partner to deliver on our obligations under Te Tiriti o Waitangi.
- Take all reasonable and practical steps to ensure the health and safety of yourself and others. Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported using Vault.
- Actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policies.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Selwyn District Council policies and processes.

Emergency Management requirements for all Council Staff

- Selwyn District Council has a legislative responsibility to respond to an adverse event occurring within our communities. As such, any staff member may be required to assist the Emergency Management Team respond to such an event. Family circumstances and BAU roles will be taken into account.
Required assistance may include:
- Coordination of emergency services and lifeline providers within the community during a civil defence emergency or adverse event.
- Respond to civil defence emergencies or adverse events wherever possible and if it is safe to do so.

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- Participate in any required Civil Defence exercises to ensure that essential services are maintained.

Authorities

- Authorised to commit the Council to a course of action by signing external correspondence within approved delegation levels. For courses of action which will exceed the delegation levels, this must be done in conjunction with your manager.
- Comply with all other relevant sections of the Delegations and Policies manuals and their amendments.

Skills and Experience

| Essential | Desirable |
|--|--|
| <ul style="list-style-type: none"> • 2+ years customer service experience, cash handling experience • Experience in delivering high quality events • Experience in and an understanding of the operational side of a community facility • Knowledge of security and Health and Safety procedures • High level of digital literacy | <ul style="list-style-type: none"> • Experience working with different cultural / ethnic groups • Experience with clubs, recreation and volunteer groups • An understanding of the Selwyn District • |

Key relationships

| External | Internal | Committees/groups |
|---|---------------|---|
| Council customers Selwyn residents External contractors | Council staff | Business organisations and networks Special interest groups and committees |

Individual Contributor Competencies



Eats problems for breakfast. When faced with a new situation or setback, uses initiative and takes appropriate action.



Does Change Well. Is open-minded about change and prepared to adapt. Moves forward positively and constructively.



Builds Togetherness. Is equally open and friendly with all people, and respectful of individual differences. Works effectively in teams.



Rocks the messaging. Keeps those who need to know 'in the know'. Communicates clearly and appropriately.



Tackles the tough stuff. Prepared to constructively share an opinion and get involved in conversations on challenging matters. Takes ownership of mistakes.



Delivers the goods. Reliable, conscientious, disciplined and organised. Delivers to a manageable high standard consistently.



Brings out the best. Enjoys learning and improving their skills to be the best they can be. Embraces opportunities to identify and address development needs. Recognises and celebrates the achievements of others.



Sets the tone. Can keep functioning and stay calm when under pressure. Is a positive influence in the team.

Education, Qualifications, Memberships

| Essential | Desirable |
|---|-----------|
| <ul style="list-style-type: none"> Relevant tertiary qualification in related discipline or equivalent experience A current full New Zealand drivers' licence | |

The information contained in this position description is intended to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment.