



Position Description – Venue & Events Coordinator

This position reports to: Operations Manager

Career Level: 9

Position purpose:

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

- Ensuring all community spaces are welcoming, accessible, well maintained and well presented
- Ensuring all health and safety regulations are followed by user groups;
- Ensuring the security of the facility is maintained at all times
- Managing enquiries received from users of the facility

The key areas of responsibility include;

Customer Service	• Ensure community spaces are operating in a customer focused manner, in accordance with the Centre's procedures. • Provide a welcoming environment to all users. Show new users around the community spaces and assist with their requirements. • Assist with the coordination of day-to-day activities at community spaces– including set up and pack down of tables and chairs for meetings and events, assist with audio visual equipment, train regular groups in the use of equipment as required, ensure all equipment is in good working order. All rooms are set up ready to host the next days user groups. • Work closely with customers and groups to ensure their needs are met and provide these customers with an outstanding customer experience which includes room set up, availability of refreshments if required and ensuring all equipment is available and in good working order. • Maintain the good appearance of all venue hire areas and immediate surrounds are kept clean, tidy and safe by undertaking any cleaning duties or small maintenance works required. • Report any building repairs or maintenance issues immediately to the Operations Manager. Follow up on any repairs or issues that have been reported and supervise external contractors when required. • Ensure the collection of room hire charges by invoice and process payments in the Links booking system. • Work with internal and external event organisers to provide an outstanding customer experience by managing the details and logistics of events delivery within community spaces or the immediate surrounds.
Administrative Support	• Take bookings and respond effectively and efficiently to customer and event enquiries. • Become competent in the use of the LINKS booking system. • Perform any other tasks as directed, which fall within the broad scope of this role.
Security	• Ensure users abide by the rules of the Community Spaces and follow Health and Safety Regulations. • Complete security checks at regular intervals during the shift and manage any issues that may arise. • Complete incident/accident reports as required. • Ensure all users have left the facility and that the facility is locked and alarmed at the end of the evening

Direct reports: Nil

Indirect reports: Nil

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Deliverables

Customer Service	• 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. • 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
• Customer service experience • Skills and knowledge to deliver high quality events • Experience in and an understanding of the operational side of a community facility • Understanding of administrative processes • Cash handling experience • Knowledge of security and Health and Safety procedures • High level of digital literacy	• 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 External contractors	Council staff Operations Manager All members of the Venue and Events Team	Committees of Council 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
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.

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