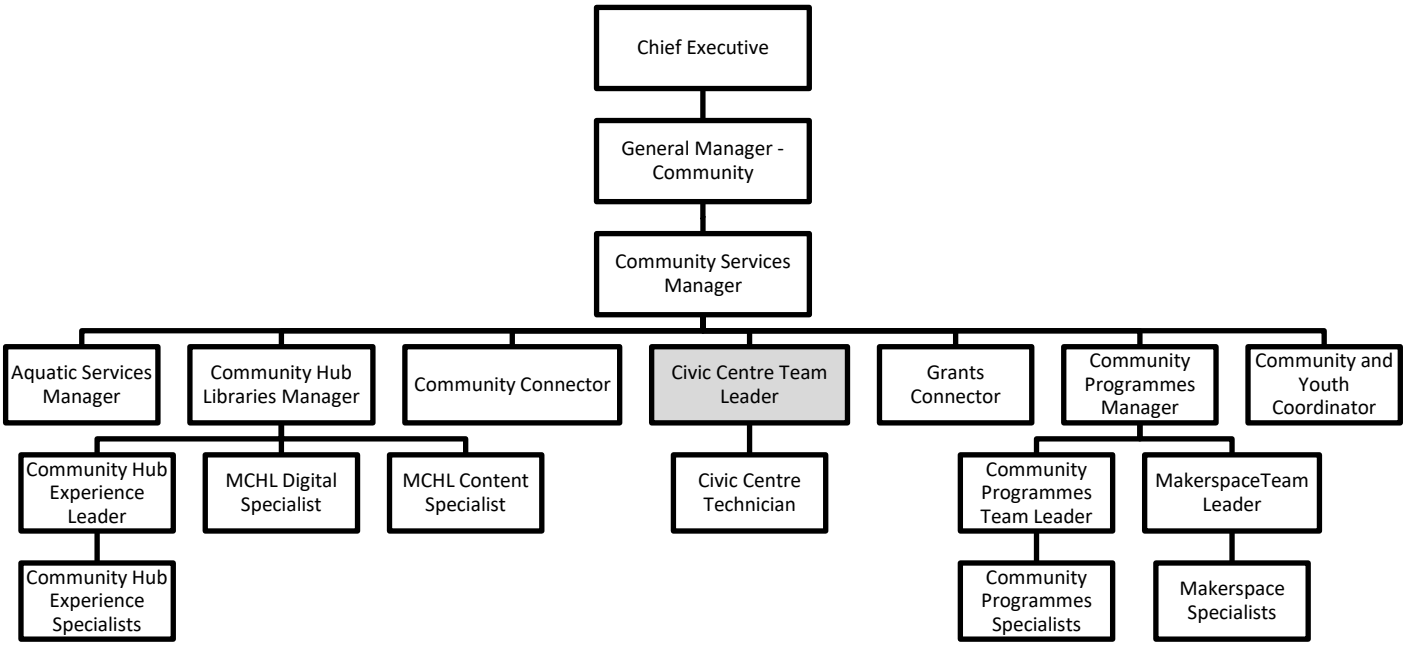
JOB PROFILE

Job title	**Civic Centre Team Leader**
Area	Community
Reporting line	Community Services Manager
Staff responsibilities	Civic Centre Technician
Job purpose	Lead the operation, activation and development of the Feilding Civic Centre as a vibrant, safe and well-utilised community facility. Lead and support the Civic Centre Technician, grow the facility's use through programmes, partnerships and opportunities, and work collaboratively across Community Services and Council to ensure the facility is safe, well managed and delivers value for the community.
Location	Civic Centre, Manawatū District Council, Manawatū Community Hub Libraries, Other locations as required

Reporting relationship



About us

Here at the Manawatū District Council, we strive to be a successful, future-oriented organisation providing services that benefit our communities to support a connected, vibrant and thriving Manawatū. Kia papa te tū, kia rangi te tiro. This whakataukī (proverb) describes our connection to our proudly rural roots, our beautiful town, villages and countryside, and describes our aspirations for our community.

The role

The Civic Centre Team Leader provides leadership for the operation, activation and ongoing development of the Feilding Civic Centre. The role is responsible for growing the use of the facility, developing a diverse programme of activity, building audiences and relationships, and actively identifying opportunities for events, performances, touring activity, partnerships and community use.

The Team Leader leads and supports the Civic Centre Technician, setting priorities and ensuring the technical, operational and maintenance requirements of Civic Centre activity are well planned and delivered. Working closely with Council's Community Assets team, the role helps ensure the facility is safe, compliant, fit for purpose and appropriately maintained, with asset and building requirements identified and addressed through Council's wider systems and expertise.

The role establishes and maintains a strong working relationship with the Community Programmes Manager, drawing on their strategic programme direction, community knowledge and relationships to support Civic Centre programming and activity. The Team Leader leads the venue's operation and activation, bringing together an understanding of audiences, venue capability, costs, pricing and community value to determine how opportunities can best be delivered. Both roles report to the Community Services Manager, who provides overall strategic direction and resolves competing priorities across the services.

The Civic Centre is supported by expertise from across Council. The Team Leader works closely with the Community Programmes Team Leader to coordinate agreed programme and event support, and maintains active connections with Community Hub Libraries, Makerspace and Makino Aquatic Centre. The role connects this support with the needs of the facility while remaining accountable for Civic Centre operations, activation, relationships, performance and continuous improvement.

Key relationships

Internal

- Community Services Manager
- Civic Centre Technician
- Community Programmes Team
- Community Assets team
- Community Hub Libraries and Makino Aquatic Centre leadership teams
- Communications and Engagement
- Finance
- Information Technology
- People and Culture
- Other Council teams as required

External

- Civic Centre customers and regular users
- Promoters, producers, performers and touring organisations
- Event organisers and production teams
- Community groups, clubs, schools and arts and cultural organisations
- Local businesses and potential commercial partners
- Feilding and District Promotion and other relevant visitor and destination partners
- Contractors and specialist suppliers
- Friends of the Civic and other volunteers
- Other venues, local authorities and relevant arts, events and entertainment sector networks

Key responsibilities

Leadership & Team Support

- Coach, empower and support the Civic Centre Technician, including addressing any performance issues in a timely way.
- Ensure performance expectations are clear and supported through constructive feedback, recognition, accountability and up-to-date development plans.

- Create a positive team culture focused on customer experience, safety, collaboration, continuous improvement and making things happen.
- Engender a 'make it happen, can do' attitude while being thoughtful about Te Tiriti principles and other community group cultural norms.
- Ensure the Technician has the information, resources, training and support required to safely deliver the technical, operational and maintenance requirements of the facility.
- Work with the Community Programmes Team Leader to agree and coordinate Community Programmes staff support for Civic Centre bookings, events and programmed activity, taking account of wider programme commitments, staff capability and available capacity. Ensure staff receive appropriate venue and safety training and have clear responsibilities, drawing on the Civic Centre Technician for specialist requirements.
- Work actively with the Community Programmes Team Leader, Makerspace Team Leader and Community Hub Experience Leader to share service information, coordinate agreed activity and build staff understanding of the opportunities available across Community Services.
- Work with the Community Hub Experience Leader to ensure front counter staff have current information about Civic Centre services, events and enquiry pathways, with clear responsibilities for booking administration and specialist customer support.
- Contribute to the effectiveness of Community Services and the wider organisation by sharing information, working collaboratively across teams and supporting organisational objectives and values.
- Contribute to organisational knowledge by continuously developing skills, sharing learning and identifying ideas for improvement.
- Develop and support a strong Friends of the Civic volunteer network, ensuring volunteers are appropriately recruited, inducted, trained, coordinated and recognised, and have clear roles in supporting Civic Centre activity.
- Maintain effective handover and acting cover arrangements with the Community Programmes Manager for periods of planned or unplanned absence. Keep operational information, forward bookings, programmed activity, current issues and responsibilities up to date, with clear delegations and escalation to the Community Services Manager.

Activation, Programming & Partnerships

- Lead the activation of the Civic Centre, developing a forward programme of activity that grows and diversifies use of the facility and appeals to new and existing audiences.
- Oversee the effective use of Civic Centre spaces and the forward booking calendar, balancing public and community use, regular users, programmed activity and new opportunities.
- Actively seek out and pursue opportunities to bring performances, events, touring productions and other experiences to Feilding, building relationships with promoters, producers, performers, touring organisations and industry networks.
- Maintain awareness of touring activity, industry trends and regional opportunities, proactively exploring opportunities for Feilding to form part of touring routes and presenting partnerships.
- Identify gaps and opportunities within the Civic Centre programme and develop and test new activity, taking considered risks where there is potential to build audiences, introduce new experiences, increase utilisation or deliver wider community value.
- Work closely with the Community Programmes Manager to develop Civic Centre programming and activity, drawing on their strategic programme direction, community knowledge and relationships. Identify opportunities to connect Community Programmes, Makerspace and Civic Centre activity, extend successful programmes and make effective use of Council spaces to reach new and existing audiences.
- Work with the Community Programmes Team Leader and relevant colleagues to plan and deliver agreed joint activity, bringing knowledge of the venue, audiences, costs, pricing and delivery requirements. Agree staffing, resources and responsibilities through coordinated planning and escalate unresolved competing priorities to the Community Services Manager.
- Consider audience potential, community value, costs and financial viability when developing activity, recognising that different opportunities may have objectives including revenue generation, cost recovery, audience development or wider community outcomes.
- Build an understanding of Civic Centre audiences and use attendance, customer, market and performance information to inform programming, activation and audience development.

- Enable and encourage use of the Civic Centre by individuals, community groups, organisations and businesses for events, activities, meetings, performances and functions, ensuring the facility remains accessible and responsive to community and public use alongside Council-led activity.
- Build strong relationships with existing Civic Centre users and identify opportunities to support repeat, expanded and new uses of the facility.
- Develop partnerships with community organisations, arts and cultural groups, schools, businesses and other organisations that create new opportunities and activity at the Civic Centre.
- Explore different and innovative uses of Civic Centre spaces and connect Civic Centre activity with Te Āhuru Mōwai, Makino Aquatic Centre and wider Council and community activity where this can increase participation, strengthen programming or create new opportunities.
- Lead the day-to-day marketing and promotion of Civic Centre services, bookings, events and opportunities, working with the Community Programmes Team Leader, Makerspace Team Leader, Community Hub Experience Leader and relevant colleagues to coordinate promotion across the services.
- Manage Civic Centre social media accounts and coordinate contributions to shared channels where appropriate, including content and responses to customer messages. Maintain current website information and event listings, develop and distribute printed promotional material and agree content for digital signage, ensuring information is accurate, timely and coordinated with the other teams.
- Work with the Community Programmes Manager and Communications and Engagement team to contribute Civic Centre information, good news stories and examples of Council's work to shared publications and communications across Community Services.
- Represent and advocate for the Civic Centre within the community and relevant arts, entertainment and events networks.
- Monitor the success of programmed activity and use what is learned to inform future programming, partnerships and activation.

Facility & Operational Leadership

- Be accountable for the effective operation of the Civic Centre, ensuring the facility is safe, welcoming, compliant and fit for purpose.
- Work closely with the Civic Centre Technician and Council's Community Assets team to ensure operational, technical, maintenance, building and asset requirements are identified, prioritised and addressed.
- Maintain clear communication and working relationships between Civic Centre operations and Community Assets to support the safe and effective management of the facility.
- Ensure appropriate operational procedures and arrangements are in place for safe use of the Civic Centre, including access, security, emergency management and event activity.
- Ensure bookings and events receive an appropriate level of operational and technical support based on their requirements and risk, drawing on the expertise of the Civic Centre Technician.
- Maintain proficiency in and use Council's systems to manage Civic Centre operations, including booking software, door access and security systems, financial processes and records management. Ensure information is accurate and current, and support staff to use these systems appropriately within their roles and permissions.
- Ensure planned preventative maintenance, servicing and compliance requirements are understood and appropriately coordinated around Civic Centre activity.
- Work with the Technician and Community Assets team to identify future maintenance, asset renewal, improvement and capital requirements.
- Contribute the operational, customer and programming perspective to building, asset and capital projects affecting the Civic Centre.
- Support the set-up and pack-down of Civic Centre spaces, events and activities as required, working alongside the Technician, other staff, contractors and volunteers.
- Ensure health and safety risks associated with the facility, bookings and Civic Centre activity are appropriately identified, managed and escalated.
- Continuously identify opportunities to improve the way the Civic Centre operates and the experience it provides for customers and users.

Financial Management, Planning & Performance

- Manage the Civic Centre budget in accordance with Council policies, processes and delegations, monitoring expenditure, revenue and overall financial performance.
- Understand the costs of operating and activating the Civic Centre and use this information to support sound operational and programming decisions.
- Develop costings and financial models for Civic Centre-led activity, considering delivery costs, expected attendance, revenue and intended outcomes, with proposed fees and charges submitted for Council approval through its annual fees and charges process.
- Balance commercial and community considerations when assessing opportunities, recognising that activity may have different objectives including revenue generation, cost recovery, audience development and wider community outcomes.
- Identify opportunities to increase utilisation, generate revenue and make the best use of Council's investment in the Civic Centre.
- Recommend fees and charges, taking account of operating costs, market considerations, customer needs and Council objectives.
- Identify and pursue appropriate sponsorship, external funding and other revenue opportunities, including preparing and submitting funding applications where appropriate.
- Develop and deliver an annual Civic Centre work programme that brings together activation, programming, service development and operational priorities.
- Work with the Community Programmes Manager and relevant Team Leaders to agree costings, funding and resource contributions for joint activity within approved budgets and delegations, referring unresolved resource conflicts or matters outside delegated authority to the Community Services Manager.
- Monitor and report on Civic Centre performance, including utilisation, audiences, customer experience, programmed activity and financial performance.
- Contribute to Council's Annual Plan, Long-term Plan, budget and other planning and reporting processes as required.
- Provide timely advice to the Community Services Manager on Civic Centre performance, emerging issues, risks and opportunities, maintaining a no-surprises approach.

Qualifications, knowledge and experience

Essential

- A relevant tertiary qualification in business, management, event or venue management, performing arts, arts management, recreation, community development or a related discipline.
- At least five years' relevant experience in venue, events, performing arts, recreation, community facilities, hospitality or a related environment.
- At least two years' experience in a leadership or supervisory role, including supporting and developing staff and managing performance.
- Demonstrated experience developing programmes, events, services or other activities that grow participation, audiences or facility use.
- Demonstrated experience managing budgets, developing costings and making decisions that consider revenue, costs and financial viability.
- Experience coordinating the operational requirements of events, venues or facilities, including working with technical staff, contractors or specialist suppliers.
- Strong relationship management experience, including working collaboratively with customers, community organisations, partners, suppliers and other stakeholders.
- Sound knowledge of health and safety and risk management requirements within an operational environment.
- Strong written and verbal communication skills, with the ability to communicate effectively with a wide range of people.

- Competence using digital systems and technology to support service delivery, planning, reporting and customer experience.
- An understanding of Te Tiriti o Waitangi and the ability to work respectfully and effectively with Māori and diverse communities.

Preferred

- Experience working in a performing arts, entertainment, theatre, conference or multi-use venue environment.
- Experience developing relationships with promoters, producers, touring organisations, performers or entertainment and events networks.
- Experience in audience development, marketing and promotion, including working collaboratively with communications and marketing professionals.
- Experience identifying and developing sponsorship, external funding, commercial partnerships or other revenue opportunities.
- Experience working within local government or another public or community-focused organisation.
- Knowledge of the Manawatū District and its community, arts, events and business networks.

Personal attributes

- Proactive, energetic and highly motivated to make things happen.
- Driven to seek out opportunities rather than wait for them.
- Confident making connections, approaching people and opening doors.
- Creative and curious, always looking for new ideas and possibilities.
- Community-minded and customer-focused.
- Commercially aware, with a strong sense of public value.
- Leads with clarity, confidence and consistency.
- Approachable and able to build strong, lasting relationships.
- Uses sound judgement and takes ownership of decisions.
- Organised, adaptable and comfortable juggling competing priorities.
- Solutions-focused and calm under pressure.
- Naturally collaborative, maintaining strong connections with others while working independently as part of a small, off-site team.
- Resilient and persistent when ideas or opportunities do not work out.
- Brings enthusiasm and a sense of humour to their work.

Emergency Management

All staff are required to support Council's response supporting the community during an emergency event. Your manager and the CDEM staff will work with you to identify what your specific role in the CDEM structure will be.

You will be required to:

- Undertake civil defence/emergency management training, as appropriate to your CDEM role
- Engage in exercises and other preparation activities
- Carry out any reasonable work during an emergency event as directed by the Controller or MDC/CDEM management, which may include tasks that are outside your normal responsibilities or working hours.

Other requirements

- Demonstrate our values of being professional, progressive, positive and people-focussed
- Demonstrate a customer service ethic, both internally and externally
- Contribute to MDC being a safe and healthy workplace for all our staff and visitors
- Be open to changes in your duties and updates to this job profile as things in the organisation change
- Actively participate in our performance systems and professional development opportunities
- Actively participate in key Council-led or supported community events (e.g. Family Fun Day) to contribute to their success — this may include assisting on the day.
- Be available to work flexible hours, including evenings, weekends and public holidays, where required to support Civic Centre events and activity.
- Have the physical capability to undertake the practical requirements of the role, including assisting with event and venue set-up and pack-down.

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Employee Name — Date
Civic Centre Team Leader

_____ _____

Lyn Daly — Date
General Manager – Community