

Position Description

Title:	Venue Coordinator	Reports To:	Senior Manager – Tourism & Commercial Events
Directorate:	Enterprise, Finance and Property Services	Direct Reports:	nil
Status:	Permanent, Full-time	Date:	April 2024

About The Museum

Tāmaki Paenga Hira Auckland War Memorial Museum is New Zealand’s largest museum, caring for more than 4.5 million taonga. We are Auckland's home of commemoration, New Zealand’s oldest research institution, an education facility, and a major tourism destination. We employ approximately 280 people and have over 300 volunteers who kindly donate their time to us.

We offer a rich and fulfilling work life where we embrace diversity and nurture our bicultural capability as demonstrated in our Teu le Vā and He Korahi Māori strategies. We also offer a great range of benefits such as flexible work and leave, insurances, and an award-winning wellbeing programme.

Purpose & Context for the Role

As an organisation heavily reliant on rate-payer funding, and with a key driver to create a strong and sustainable foundation, we need to build up our self-reliance and sustainability by generating our own revenue.

As core revenue streams the commercial events and tourism functions must achieve revenue and profitability targets as we drive for increased sustainability.

Our commitment is to provide exemplary visitor experience in the competitive venue hire market, in combination with our role of kaitiaki to the Museum and the collections housed within. We require a Venue Coordinator to facilitate suppliers into, around and out of the venue and to guide and advise internal and external clients.

This position has primary responsibility for the co-ordination of external and internal client events into and out of the Museum spaces, and during each event, from social and corporate event perspective.

An integral part of this role is to ensure all health and safety requirements are met, operational procedures are followed, the care of the building and collections is not compromised, and the client’s needs and outcomes are ultimately met.

Accountabilities

Key Tasks:	Expected Results:
Delivery of External Commercial Events	<ul style="list-style-type: none"> • Conduct site inspections with prospective clients and existing commercial clients, as required • Responsibility for co-ordinating all suppliers and associated businesses into and out of the venues, to agreed quality standards • Prepare detailed event run-sheets for distribution • Manage client liaison and supplier liaison in the lead up to each event to ensure all details are captured • Manage clients and suppliers during the pre-event and event stage • Ensure suppliers are inducted into Museum Health, Safety and Security practice and standards are maintained • Ensure Health, Safety and security guidelines and Integrated Pest Management protocols are adhered to before, during, and after each event • Maintain effective internal communications, informing other areas of the organisation about the impacts of events and their involvement required to deliver to clients' requirements • Ensure the incorporation of all customer booking and history data into the Museum database • Responsibility for logistics on the day of the event • Maintain relationships with accredited and recommended suppliers
Delivery of Internal Museum Events	<ul style="list-style-type: none"> • Coach and guide team members during the event planning process to ensure all events are delivered to agreed quality standards • Delivery of large-scale internal events when required • Ensure Health, Safety and security guidelines and Integrated Pest Management protocols are adhered to before, during, and after each event
Co-management of General Event Operational Tasks	<ul style="list-style-type: none"> • Develop, implement and maintain systems to ensure events are delivered efficiently and effectively to agreed quality standards • Provide an overarching view of all event activity, to identify aspects which may have impact on revenue, surplus, visitor experience, or operational delivery, and present solutions • Conduct regular meetings with contracted suppliers to ensure operational requirements are met • Participation in other projects and duties as required by the Senior Manager - Tourism & Commercial Events

Important Relationships

External:

- Prospective clients and existing venue hire clients
- Contracted and non-contracted suppliers of services and goods
- Catering, audio visual, and security suppliers
- Other suppliers of goods and services to events
- Cultural organisations and societies

Internal:

- Building Facilities
- Health, Safety and Security
- Service Delivery
- Learning and Public Programmes
- Visitor Services
- Brand & Customer Engagement
- Finance
- Technology and Digital
- Tourism and Commercial Events
- Head of Commercial

Our Expectations of our People

Ensure a healthy and safe work environment

- Takes reasonable care of their own health and safety and ensures that their actions don't cause harm to themselves or others.
- Complies with any reasonable instructions, policies or procedures on how to work in a safe and healthy way.
- Understands and adheres to emergency and evacuation procedures.
- Speaks up about health and safety matters that could affect them or their workmates
- Actively participates in hazard identification and reporting
- Makes suggestions on how to improve health and safety at work.

Cultural awareness

- Proactive awareness and engagement with a wide range of cultures and associated protocol and traditions within Auckland, with particular reference to the Māori Dimension (He Kōrahi Māori) and Pacific Dimension (Teu le Vā);
- Understands and demonstrates the principles and application of the Treaty of Waitangi and the implications for the work of the Museum.
- Demonstrates a thorough understanding of the Museum's specific obligations in Auckland's cultural landscape and actively contributes to its evolution from a colonial institution to a future museum.

Digital capability

- Almost every role at the Museum depends upon technology to fulfil its purpose, we also use technology to create, store, protect, use, and share our digital assets. All Museum workers are responsible for the appropriate use of technology, compliance with all cybersecurity instructions, and the wellbeing of our digital assets.

Develop self for current and future employment

- Knowledge and skills are developed and maintained for competent performance of current position.

He Waka Eke Noa – Values & Behaviours

He Waka Eke Noa describes our unique identity and how He Korahi Māori and Teu Le Vā underpin how we think, act, and feel as employees of Auckland Museum. It is a leadership competency framework which sets out how we lead, behave and work with each other, our visitors, and communities.

- Authentic – Understanding our purpose, practicing our values, leading with our hearts
- Customer Centred – Creating memorable positive experiences for each other our audiences
- Respectful – Honouring each other, valuing our differences
- Connected – Connected to each other, our work, and our communities
- Growth Mindset – We treat challenges as opportunities

Core Competencies Required - Individual

Generosity

- Displays goodwill towards colleagues and assumes the best of them, letting it go with mistakes are made and giving people another chance.

Customer-Centred

- Is always ready to share with and help others, even if they need to go out of their way.

Resilience & Optimism

- Doesn't give up when faced with challenges; remains realistic, and hopeful.

Connected

- Exemplifies a mahi tahi approach and cooperates with others to benefit the whole.

Respectful

- Is committed to divesting themselves of colonial views and interpretations of people and taonga, values indigenous work views and knowledge.

Accountable

- Holds themselves accountable for their performance, is open to feedback and asks for it.

Inclusive

- Respects that people are free to be themselves and express their identities.

Additional Competencies Required for this Role

Success in this role requires the following additional competencies.

Integrity & Trust (Authentic) –

- Leads with integrity (tika me te pono) and care (aroha) for each other. Acts as an advocate and ambassador for the Museum at work and in life.
- Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent themselves for personal gain.

Customer Focus (Manaaki) –

- Relates well to all kinds of people and approaches tense situation by keeping the visitor experience in mind.
- Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

Patience (Inclusive) –

- Respects that people are free to be themselves and express their identities.
- Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established process.

Approachability (Collaboration) –

- Exhibits body language consistent with warm and inclusive communication.
- Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.

Skills & Experience Required for this Role

Success in this role requires the following foundations.

- Three-year minimum experience in the event management or hospitality industry in a customer facing event-orientated role, preferably in a hotel or venue.
- Strong commercial acumen
- Excellent computer skills, including all Microsoft applications (Word, Outlook, Excel and PowerPoint)
- Strong organisational skills and ability to prioritise work according to agreed deadlines and targets
- Exceptional clear written/verbal communication style and problem-solving skills
- Skills, knowledge and experience in supervising teams
- Demonstrated high level of commitment to the provision of exceptional customer service
- Ability to quickly assess client's needs and to adapt style to audience
- Ability to confidently and assertively convey ideas, feelings and decisions to management, clients, customers and staff
- Ability to think laterally and to make sound decisions quickly
- Exceptional planning / project management skills with ability to gauge wider impact across the organisation
- Ability to remain calm, focused and effective in challenging situations
- Ability to establish effective personal and working relationships and contribute to team building
- Ability to work outside of normal business hours, including weekends, evenings, and Public Holidays

Personal Attributes Required for this Role

Success in this role requires the following attributes.

- Committed to contribute to success of the entire team
- Responsive to multi-cultural needs
- Resilient and trustworthy
- Curious by nature (asks lots of relevant questions)
- Ability to work alone – must show initiative and be self-starting
- Excellent standard of personal presentation and maturity to represent the Museum in a professional manner
- High attention to detail, be reliable, honest and trustworthy with a professional approach
- Desire to work in a fast-paced and lively organisation
- Holds a passion for dynamic museums and for working in a cross functional team environment
- Open to engagement with people from diverse backgrounds
- Committed to our policies relating to gender equality
- A very high level of commitment to the provision of exceptional customer service.

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