

Position Description

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|-----------------|---------------------------|-------------------|--|
| Position title: | Duty Operations Manager | Team: | Event Services |
| Division: | Tātaki Auckland Unlimited | Reports to: | Visitor Experience Team Leader |
| Department: | Venue & Event Operations | Direct reports: | 0 |
| Unit: | Visitor Experience | Indirect reports: | 2- 50 Event Supervisors, Event Service Attendants, Housekeeping, Setup, Security |



Our commitment
to te ao Māori

We honour te Tiriti o Waitangi, accord value to te ao Māori (the Māori world), support kaitiakitanga and are responsive to the needs of Māori. You participate in initiatives to embed te ao Māori into the way we do things. You are willing to develop and build your own understanding and capability to contribute to the delivery of the directorate's Māori outcomes and wider organisation's vision to be responsive to the needs and aspirations of Māori as outlined in the Māori Outcomes Performance Measurement Framework – Kia ora Tāmaki Makaurau



Role Purpose

Key Purpose of Role

The Duty Operations Manager is responsible for ensuring the timely and professional delivery of all aspects of event services including venue, front of house, catering, food and beverage and operational event management. This includes the planning and delivering of all events, pack in/pack out and day to day operations. Deliver exceptional customer service, adhere to all current licensing and organisational Health and Safety policies. Work collaboratively with all departments and suppliers to deliver an efficient and safe operation throughout any Tātaki Auckland Unlimited venues and precincts. Be the main point of contact for everything event related leading up to and during events.



Key
responsibilities

Key Responsibilities

Delivery of Events

- Leading the Front of House and Visitor Experience functions with a focus on Manaakitanga, ensuring procedures are followed, merchandise, ushering, evacuation, cash handling, EFTPOS and POS systems are focussed and adhered to, to support the overall delivery of the event.

Leadership

- Contribute to developing the capability of staff through recruitment, mentoring, coaching and identifying training and development needs to improve performance
- Undertake a training role in areas of professional expertise to widen the skills and knowledge of others
- Manage issues of non-performance, and escalate where necessary.
- Represent management after hours, acting as the senior person in charge for the venue
- Champion the organisational culture and values
- Chief building warden whenever rostered.

Client Relationships/Customer service

- Ensure there is customer focused service delivery of events within all venues and precincts
- Ensure the organisational culture reinforces quality customer service experience

- Initiate customer focused action that is aligned with organisational objectives and values.
- Ensure the Visitor Experience reinforces manaakitanga – a tikanga led quality customer service experience
- Implement service standards and behaviours that deliver superior customer service

Venue and Event Management

- Responsible for the planning, control and on-the-day management of venues and events including staffing levels, problem solving, and ensuring clients' needs are met.
- Ensure high standards of quality for venue and event operations delivery
- Venue checks to be done on regular basis and prior to event to ensure all venues are well presented to our patrons and clients
- Provide an outstanding service to hirers and comply with health and safety regulations, including health and safety inductions.
- Maintain current knowledge of relevant emergency planning procedures and processes.
- Schedule and plan activities to avoid resource conflicts, meet deadlines, complete projects on schedule and align with the strategic direction
- Identifying and delivering Food & Beverage revenue opportunities.
- Ensure all event related costs and staff costs are coded to correct event ID's.

Reporting and planning

- Provide reporting to management and contribute to team and business planning as required.
- All Health and Safety incidents to be reported on Event Report and Risk Manager.
- All maintenance issues to be reported on OmTrak.
- Responsible for Food & Beverage financial reconciliations, including Cash & EFTPOS management, and timely authorisation of timesheets.

Project participation

- Participate in relevant projects to deliver high quality innovative activities and projects as appropriate

Communication and key relationships

- Maintain positive and collaborative working relationships internally and externally
- Ensure effective communication is provided to internal and external customers

Organisational Obligations

- Action the organisation's good employer obligations and equal employment bicultural policies and practices.
- As an employee of the organisation, you are required to be associated, as required, with Civic Defence Emergency Management or any exercise that might be organised in relation to this organisation function.
- Promote a safe and healthy workplace by undertaking responsibilities as outlined in the organisation's health and safety policy and procedures.
- Promote activities and initiatives that assist the organisation achieve its vision and mission.
- Promote one-organisation initiatives and action these service characteristics.
- As an employee of the organisation, you are required to familiarise yourself with and comply with all organisation policies, including but not limited to, the organisation's Code of Conduct



Outcomes

- Outcomes**
- Deliver events to achieve a high standard, meeting & exceeding the needs of our clients, patrons & staff.
 - Customer feedback meets organisational standards for excellence in customer service and customer experience
 - All aspects of events are well planned and executed including pack in/pack out and day to day operations.
 - Supports & contributes to the achievement of the team & organisations goals
 - Leads by example and models behaviours that support professional standards
 - Proactively identifies issues, considers options for a timely course of action and remains accountable for decisions.
 - Keeps customers informed of relevant actions taken/decisions made
 - All staff are adequately informed, coached, and supported to provide excellence in service delivery and customer experience
 - Staff skills are appropriate to current roles and consistent with developing dept objectives
 - Promote, represent, and advocate for the organisation, its programmes, products, and services and values
 - Remain accountable for staff matters through delegated authorities
 - Proficient delivery of all Emergency procedures
 - Healthy, positive relationships are developed with customers, suppliers, service providers and hirers
 - Utilising organisational systems and processes including Momentus to deliver events
 - Increased Food & Beverage revenue and reduced wastage
 - Standards of quality for venue and event operations delivery are met
 - Patrons feel safe, welcomed, and find their experience easy and enjoyable
 - Health and safety standards are met
 - Reporting is provided in a timely and accurate manner
 - Proactive contribution to planning

Organisational Obligations

- Tātaki Auckland Unlimited meets its obligations as an employer
- Tātaki Auckland Unlimited's reputation is enhanced within the community
- Health and safety requirements upheld
- You can pronounce and use basic te reo Māori in emails, meetings and conversations. You understand, demonstrate and value the use of tikanga where appropriate



Key skills

- Key Skills**
- Proven ability to lead, manage a large team, and motivate and develop people
 - Demonstrated high levels of Customer Service, Visitor Experience
 - Sound knowledge of Microsoft suite with good keyboard skills and knowledge of point-of-sale operating systems (Lightspeed) and Event Application (Momentus)
 - Excellent communication and interpersonal skills
 - Comfortable working in a dynamic environment
 - Knowledge of Health and Safety and Fire Emergency Evacuation procedures

Qualifications

- Certificate or Diploma in Hospitality Management
- License Controllers Qualification
- General Managers Certificate
- First Aid Certificate
- Safety Warden Certificate



Job requirements

- Successful applicant will have to maintain MOJ clearance.

Experience

- A minimum 3 years' experience of working knowledge, at an operational/managerial level, in a conference centre, hotel or similar hospitality or service-related environment including liaison with sales, event planning, client contact, banquet operations (or similar) and on-the-day delivery to the client
- 2 years' experience in food and beverage service, preferably at a four to five-star level (formal training a distinct advantage)
- Availability to work flexible hours, (including evenings, early mornings, late finishes, weekends and public holidays), with a commitment to work the hours required.
- Strong understanding of all legislative requirements such as liquor licensing laws, food safety regulations, venue safety requirements, and first aid
- A demonstrated understanding of the cultural diversity within New Zealand and a commitment to positive working relationships with all cultural groups
- Front of House Theatre Experience is preferable.



Key Relationships

Internal

- Event Supervisors, Event Services Attendants, Rostering team, Set Up, Housekeeping & Catering team,
- Event Planners
- Across departments and with business units across Auckland Unlimited

External

- Visitors & Clients
- Vendors
- Security Providers
- Caterers
- Suppliers

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned job. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the incumbent. From time to time, employees may be required to perform duties outside of their normal responsibilities as needed.

Approving manager:

David Bavage – Director Venue & Event Operations

Version date:

16.10.24



Job framework

Job function:

Job family:

Job:

DFA

Budgeted:

- Opex:
- Capex:

Unbudgeted:

- Opex:
- Capex: