

Position Title	Venues Facilities Manager		
Reporting to	Venues Manager		
Unit	Customer		
Direct Reports	3	Total Reports	9
Financial Authority	\$30,000	PNCC Grade	16
Date last updated	May 2023		

STRATEGIC DIRECTION

CITY & COUNCIL REPUTATION

OUR VISION

Small City Benefits, Big City Ambition

Our city has a vision to make the most of all the benefits of a small city—great quality of life, community spirit, and affordable access to services—while having ambition to offer our citizens and region the lifestyle, education and business opportunities available in much larger metropolitan cities.

Palmerston North 10 Year Plan

A big picture plan for Palmerston North City Council that shows how we want the city to develop and sets out the projects and services we'll provide over the next 10 years.

The plan is focussed on strategic investment in essential infrastructure combined with catalyst projects designed to enable sustainable city growth, transform the city's CBD and enhance the Manawatu River network to meet the demands of our communities.

The long-term plan identifies five strategic goals for achieving our vision:

1. An Innovative and Growing City
2. A Creative and Exciting City
3. A Connected and Safe Community
4. An Eco-city
5. A Driven and Enabling Council.

Goals 1 to 4 for the city and community are actioned through strategies, plans and activities.

Performance Plan to Deliver on the Driven and Enabling Council Strategy (Goal 5)

A three-year Performance Plan to achieve our goal of being a driven and enabling Council (Goal 5), a high-performing Council able to bring to life our vision and strategic goals for the city.

Our Values and Behaviours

OUR PRINCIPLES & VALUES

Our principles of being inclusive, ambitious, enabling, open, bold and guardianship support the Vision and our goals for Palmerston North City. Our values are indicative of the way we work,

- Be Real, Be Positive – being true to who we are, thinking and acting positively, encouraging each other and facing into conversations that need to be had.
- Stronger Together – choosing to interact with team members and others across the organisation, as well as those outside PNCC.
- Make it Happen – choosing to exceed expectations by doing what we say we will do and boldly making decisions to get great work done.

These values reflect the aspiration for the city to reach its potential and capitalise on its strengths.

CONTEXT

The Customer Unit is responsible for a wide range of Customer and Regulatory Services. These services include the Libraries, Venues, Strategic Facilities, Call Centre, Front of House and Regulatory services such as Animal Control, Parking, Building, Planning, Environmental Health, Bylaws and Liquor Licensing.

MAIN PURPOSE

The main purpose of this role is to ensure the venues are presented to a high standard in line with the customer's specifications. This role is also responsible for asset maintenance, maintenance budgets, asset renewals and overseeing the team responsible for coordinating the setting up, moving of equipment, and dismantling of venues in relation to events. Additionally, the Venues Facilities Manager is responsible for aspects of Health & Safety compliance across both venues and staff training in relation to this area.

KEY AREAS OF RESPONSIBILITY

- Lead, develop, and manage the facilities and event delivery team to meet the needs of the venues clients and individuals within the team. This will be achieved through setting a clear vision for the team; encouraging and developing a positive working environment; measuring and managing the performance of the team against desired outcomes; identifying and addressing skills or knowledge gaps; and proactively addressing any performance issues
- Work in a diligent and financially prudent manner in order to meet budget and financial plan requirements
- Have a close working relationship with the Venues Operations Manager to ensure linkage between the event management and delivery streams of the business
- Oversee and manage all aspects including compliance with Health & Safety in relation to both Central Energy Trust Arena and the Conference + Function Centre venues and staff
- Ensure that Council meets its H&S obligations in relation to Health & Safety at Work Act 2015.
- Plan, manage and oversee all aspects of facility maintenance in regard to both Central Energy Trust Arena and the Conference + Function Centre venues
- Liaise with all venue contractors associated with facility maintenance of the venues.
- Manage all budgets associated with maintenance and event delivery aspects of the business in relation to Central Energy Trust Arena and the Conference + Function Centre venues
- Contribute and assist the Venues Manager in the formulation of annual and Council Long Term Plan Asset Renewal and operational budgets

- Contribute and assist the Venues Manager in the setting and delivery of business strategies and objectives to enhance the reputation and service levels of both Central Energy Trust Arena and the Conference + Function Centre venues
- Contribute to the formulation, prioritising and scheduling of annual capital renewals lists in conjunction with the Venues Manager and Infrastructure Asset Managers
- Assist in the delivery alongside the Infrastructure Asset Managers of all capital renewal projects
- Contribute and play an active part in the delivery of Arena Master Plan capital projects
- Prioritise storage space planning to maximise asset utilisation for Council.
- Maintain an up to date asset register for all equipment at Central Energy Trust Arena and the Conference + Function Centre
- Manage and oversee the Facilities Team Leader to ensure both venues specific event requirements and delivery of all aspects is as per client's needs.
- Ensure that the cleaning staff perform to agreed standards and meet client expectations.
- Manage and oversee the Facilities Team Leader to manage events staff workloads through detailed daily/ weekly task lists.
- In consultation with the Venues Facilities Team Leader, prepare weekly rosters for event support and cleaning staff, managing demands of venues whilst balancing hours of work for team.
- Schedule human resources to minimise overtime and staff TOIL accrual for the event delivery team and allow for potential changes within the future masterplan e.g. tasks that may result from any increased commercial tenancies requirements as they arise.
- Build and maintain good client and internal relationships to ensure the venue is able to deliver a high level of service in line with contractual agreements.

Please note: Key areas of responsibility are likely to develop and change over the course of an employee's tenure at Council as the employee grows in skills and competencies. These key tasks and areas of responsibility are not an exhaustive list, nor will they remain static. The annual Performance, Planning and Evaluation (PPE) will supersede this job description. In addition, employees may be asked to do tasks outside of this description as and when required.

RISK MANAGEMENT ACCOUNTABILITIES FOR ALL EMPLOYEES

- **Council Policies and Procedures:** Ensure self and team comply with applicable council policies and procedures.
- **Environmental:** Reduce environmental impacts that may arise from work. All activities and communications must be conducted in accordance with applicable environmental laws and council policies. Promote the proactive management of environmental issues associated with conducting business.
- **Health & Safety:** Comply with Health and Safety obligations (e.g. observe and practice safe work methods, ensure your own safety and that of others, report any hazards or potential hazards immediately, use protective equipment and wear protective clothing provided where appropriate, only operate equipment that you have the necessary license and skills to operate, make unsafe situations safe or report unsafe working conditions to your supervisor, report all accidents including near misses promptly)
- **Employment Legislation:** Comply in full with employment legislation and adherence to applicable policies in the areas of employment, EEO and recruitment.

KEY RELATIONSHIPS

Internal:

- Infrastructure Asset Managers
- Parks & Reserves staff
- Risk & Resilience staff
- IT staff

External:

- Contractors
- Regular clients
- Members of the public
- Event Organisers
- Promoters
- Community Groups
- Regional Sporting Organisations
- Business Stakeholders

TYPICAL KNOWLEDGE, SKILLS, AND ATTRIBUTES:

Knowledge (*qualifications and experience*)

- Relevant experience in the events, facility or recreation industry.
- Experience managing staff on a day to day basis.
- Experience in developing and maintaining community and/or stakeholder relationships.
- Knowledge of relevant health and safety requirements.

Skills and Attributes

- Well-developed business, political, and financial acumen with a successful history of sound decision making
- Proven ability to analyse complex issues resulting in the development of solutions that promote the efficient and effective use of resources in a timely manner
- Ability to motivate and lead staff towards a common purpose ensuring that excellence is recognised effectively, and poor performance handled in a sensitive, timely, and effective manner
- High degree of integrity with the ability to maintain strict confidence especially when dealing with sensitive and confidential information
- Risk management skills.
- High degree of initiative with the ability to work autonomously with minimal supervision.
- Ability to communicate effectively with a wide range of people from varying backgrounds in an effective and professional manner (written, over the phone, and face to face).
- Be detailed focused and initiate self-checking procedures to ensure a high level of accuracy and consistent quality.
- Computer literate – must be able to use Microsoft Office Package including Outlook, Word, and Excel to an intermediate level (minimum).
- Ability to build and maintain constructive and effective relationships with stakeholders and clients.
- Focus on providing excellent customer service with the ability to positively seek solutions to customer needs.
- Good at establishing clear directions.
- Highly organised with the ability to work under pressure whilst maintaining professionalism (both in manner and delivery of work). Be able to forward plan and manage own workload to achieve goals and deadlines, taking into considerations changing priorities.

REMUNERATION

- This position is a Grade **16** within Council's remuneration system:
- Fixed remuneration for the role is between **\$82,040** (85%) and **\$96,518** (100%) depending on the Manager's assessment of the skills/experience of the jobholder and any other relevant factors.
- In addition, a 3% KiwiSaver employer contribution will be applied (where eligible)

OTHER

The position may be called to work outside normal working hours in the event of a Civil Defence emergency or exercise. The job holder will be expected to participate fully in training provided for this and any other Unit activities.

COMPETENCIES

Core	
Service	<ul style="list-style-type: none"> Recognises the diversity of customers, and adapts approach and style to meet their needs Offers customers a range of solutions to problems Demonstrates commitment to delivery of agreed solutions Delivers and follows up on solutions Seeks and gives feedback from customers Looks for where improvements can be made to systems and processes
Communication	<ul style="list-style-type: none"> Clearly communicates messages in a clear and concise manner Uses the most effective method and style of communication for the target group and the situation Uses active listening techniques including reflection and paraphrasing Shares ideas appropriately Recognises and minimises barriers to communication
Business ethics	<ul style="list-style-type: none"> Demonstrates integrity, honesty, and commitment Acts ethically in all dealings Is equitable and ethical in the treatment of others Is prudent in financial dealings
Information Technology	<ul style="list-style-type: none"> Has an appropriate level of skill in computer software relevant to the requirements of the role and is confident to try new software Looks for ways to improve efficiency through the use of technology - takes advantage of technology to achieve goals
Health & Safety	<ul style="list-style-type: none"> Proactively seeks and provides input into health and safety improvements in their work environment Promotes and participates in a healthy and safe work culture Keeps up to date with health and safety legislation and regulations relevant to the work they carry out
Role specific	
Relationship building	<ul style="list-style-type: none"> Has internal and external networks, values and utilises diversity that enables better service delivery. Understands the stakeholders needs and delivers on commitments.
Teamwork	<ul style="list-style-type: none"> Understands team dynamics and actively contributes to the team.
Professional skills	<ul style="list-style-type: none"> Developed a body of knowledge reflected by appropriate experience. Knowledge base is current and regularly updated and extended.
Coaching and mentoring	<ul style="list-style-type: none"> Keeps up-to-date with professional knowledge and looks for opportunities for professional development.
Organisation achievement	<ul style="list-style-type: none"> Plans work and utilises resources. Understands the organisation's vision and aligns work to its meaning. Makes decisions and has the ability to identify and act on risks. Achieves own goals and helps others achieve theirs. Reports on progress.