

POSITION TITLE

Venues & Events Coordinator

LOCATION

Museums Wellington

POSITION STATUS

Full Time Permanent – Flexibility is required to facilitate evening and weekend events.

POSITION OBJECTIVE

The purpose of this position is to manage venue hire, commercial filming and commercial events across the Museums Wellington group, ensuring revenue targets are achieved, tour operations are supported, and that we build a reputation for high quality event delivery.

CONTEXT

Museums Wellington is part of the Wellington Museums Trust (trading as Experience Wellington), a registered charity established by Wellington City Council as a Council Controlled Organisation (CCO) to manage and develop its cultural and arts visitor experiences.

Our purpose is: **Working with and for Wellington to create remarkable art, culture and science experiences that generate vitality: enriching the city we love.**

Our vision is: **Engaged, curious communities**

The Venues & Events Coordinator will contribute to the achievement of this vision by delivering high quality service across all sites ensuring positive financial returns and customer satisfaction.

KEY RESPONSIBILITIES

1. To manage Museums Wellington's venue hire and event operations including sales (proactive and reactive) through to event delivery- ensuring seamless experiences across the group. Provide excellence in client experience to ensure competitive product offering, client retention and events that are aligned with the Museums Wellington's brand identity. Liaise with marketing/third party suppliers to deliver value.
2. To ensure that accurate records are maintained, venue hire operations fully adhere to policies and procedures around financial reporting, and financial targets are achieved.
3. Liaise with the Visitor & Retail Services team to ensure where appropriate staff are trained to assist in delivery of venue functions and events.
4. Manage the food and beverage operation for Museums Wellington ensuring full compliance with licensing requirements, with an objective to maximise efficiency, maximise revenues and facilitate new commercial opportunities.
5. Participate in sales and marketing and initiatives that drive new commercial event opportunities to the museums, deliver value add experience for tours, large format fundraising events, repeat clients and support client relationship management.

WORKING RELATIONSHIPS

Internal: The Venues & Events Coordinator will:

- Be accountable to the Commercial & Business Development Manager
- Work closely with the Museums Wellington teams and in a collegial manner with all other staff.

External: The Venues & Events Coordinator will:

- Develop and maintain positive relationships with individuals, groups and organisations relevant including:
 - colleagues in equivalent positions in other cultural institutions particularly in the museum and art gallery sector
 - Caterers and other suppliers important to the venue hire business.
 - Previous clients/users of the venues.

DELEGATIONS

Level C up to \$1000 across approved budgets.

KEY RESULT AREAS

Key Tasks and Accountabilities (What needs to be achieved)	Performance Measures (How it will be measured)
1. Business Generation	
<ul style="list-style-type: none">▪ Create a contact database to be used for business development▪ With the Commercial & Business Development Manager, represent Experience Wellington at relevant external conferences, expos and forums with the direct objective of promoting Museums Wellington's portfolio of venue spaces.▪ Build collaborative relationships with conference and events suppliers to leverage cross promotional opportunities.▪ Convert enquires into bookings through effective servicing of leads <p>Provide insight and apply expertise for Museums Wellington developments, particularly the Wellington Museum development</p>	<ul style="list-style-type: none">▪ Database captures sufficient information to facilitate targeted promotion to both potential and previous clients▪ Events attended have a positive effect on revenue and enquires▪ Leads and revenue are generated through supplier recommendations.▪ Joint promotional campaigns are instigated.▪ Conversion success rate improves over time.▪ Failures to convert are analysed and issues addressed when and where appropriate.▪ Contracts are signed and deposits are received prior to the event/function.▪ A high quality of advice and information is available to the Museums Wellington developments on venue hire.▪ Business cases submitted are robust.
2. Business Planning and Reporting	
<ul style="list-style-type: none">▪ The financial resources of the business unit are managed effectively.▪ Venue Hire targets are achieved across the Museums Wellington group.▪ The annual business plan ensures the effective and efficient use of resources to achieve agreed objectives and performance targets within budget.▪ In conjunction with the Marketing Manager & Commercial & Business Development Manager, participate in the development of an annual venue hire sales and marketing strategy for Museums Wellington.▪ Manage, monitor and make recommendations for improvements (in line with market conditions), the Policies and Procedures for pricing and discounting with 100% accuracy. This includes but is not limited to Venues Pricing Policy, Staff pricing policy and risk assessments for events	<ul style="list-style-type: none">▪ Annual Business Plan and Budget is produced within agreed guidelines and to deadline.▪ Financial performance is monitored, risks are managed.▪ Timely and accurate reports are produced.▪ Budget or better is achieved.▪ Business Plan performance targets are achieved.▪ Savings are achieved without compromising effectiveness or quality.▪ Failures to convert are analysed and issues addressed when and where appropriate.▪ Strategy facilitates achievement of Museums Wellington revenue targets.
3. Delivery	
<ul style="list-style-type: none">▪ Advise clients and staff on venue/function logistics including resource, catering and technical requirements.▪ In consultation with other departments agree advance use of spaces and confirm bookings.▪ Facilitate delivery of the functions/events either directly or through Visitor & Retail Services staff.▪ Venue policy is upheld and operating procedures followed to ensure the safety of visitors and staff.	<ul style="list-style-type: none">▪ Quality is maintained or improved as evidenced through formal feedback (customers, staff, and colleagues).▪ Run sheets are accurate and detailed to facilitate smooth delivery▪ Innovation and creativity is encouraged and incorporated into output delivery.▪ Systems and practices are regularly reviewed and updated.

<ul style="list-style-type: none"> Manage all relevant documentation relating to the venue hire including booking confirmation, run sheets, invoicing to the client and payments to suppliers Support the delivery of large format fundraising events in collaboration with the Fundraising Manager and/or contractors. 	<ul style="list-style-type: none"> Full compliance with policies and procedures is achieved
4. Commercial Events & Bar	
<ul style="list-style-type: none"> Identify and facilitate new opportunities to build audience experiences linked to exhibitions, festivals, fundraising, celebration dates, and events and packaging across the museum such as merchandising or inbound groups, with a view to maximise efficiency and maximise revenues. Participate in, and oversee delivery of, an exceptional visitor experience at Museums Wellington Ensure all food and beverage operations run to agreed budgets and adhere to all liquor licensing requirements. 	<ul style="list-style-type: none"> Commercial events run efficiently and enhance the Museums Wellington reputation Minimise wastage and look for opportunities to be more sustainable. Perform other event related duties as assigned by management. Promote continuous improvement culture and explore ideas that team members put forward for creating events and making processes more efficient.
5. Health and Safety	
<ul style="list-style-type: none"> You actively contribute to the development of a zero harm culture by maintaining personal knowledge of, and following Experience Wellington's health and safety policies, plans and procedures. You ensure that your decision making is aligned with the Trust's health and safety policies, procedures and plans. You model good health and safety behaviours at work. You report concerns about aspects of the work place that may be considered a health and safety risk to you, other workers or visitors. 	<ul style="list-style-type: none"> You are able to respond knowledgeably about Experience Wellington's goal of a zero harm culture and the critical procedures designed to promote health and safety and to prevent harm to workers and visitors e.g. what to do during and after an earthquake and evacuation procedures (measured through the Annual Staff Engagement Survey and Annual Performance Appraisal). Health and safety procedures are followed e.g. hazards are notified, incidents and near-misses are reported. There are no preventable incidents that result in harm or injury to you, other workers or visitors.
6. Other	
<ul style="list-style-type: none"> You actively support other aspects of the commercial team such as engaging with tourism providers and retail opportunities Other duties as allocated by the Commercial & Business Development Manager 	<ul style="list-style-type: none"> Colleagues and managers provide positive feedback about your support for their area of work Works outside silo and contributes to both mission and positive workplace culture

PERSON PROFILE

Skills, experience and qualities required for this role:

- Demonstrated ability in managing venues, functions and special events in a cultural or unique venue.
- Experience in delivering high levels of customer service and sales, ideally in a cultural, tourism, venues or retail environment with particular emphasis on enhancing visitor experiences and generating revenue.
- Experience within the Wellington events, venues or hotel markets with demonstrated sales, business development or operational experience that drives new or repeat Wellington events business.
- Knowledge and experience in financial management, budgeting, profit maximisation, venue utilisation and accounting practices in relation to venue management.
- Ability to work without close supervision and to meet deadlines in a fast paced customer facing environment.
- Excellent communication and liaison skills, influencing ability including experience in reporting, handling client & visitor enquiries and working with internal and external clients.
- Proficiency in database management and MS Excel, with evidence of an ability to interpret data and prepare detailed reports for management.
- Energy, creativity, and resourcefulness.

- Strategically focused with a commitment to collaboration.
- A current duty manager's certificate is beneficial.
- A clean police record and full driver's licence is essential.

SALARY

Visitor Services Band 1 \$51,502 - \$63,621

CORE COMPETENCIES GUIDE

Commitment/ Accountability

Effective performance includes:

- Takes responsibility for own performance and development. (Prepares, participates, sets high standards, follows through, and is receptive to feedback).
- Takes responsibility for accurate budgeting and to operate within approved budget and delegated authority.
- Approaches change positively.
- Effectively handles conflicting and changing priorities. Is organized and manages time well.
- Displays professionalism, integrity, honesty and commitment to Experience Wellington's vision and goals.

Applying Expertise/ Professional Expertise

Effective performance includes:

- Maintains currency and applies knowledge/skills/best practice/new technology/cultural and arts sector trends for the benefit of the position and Experience Wellington.
- Shares expertise with colleagues and coaches/mentors new direct report staff.
- Seeks appropriate professional development to enhance knowledge, skills or experience.
- Uses expertise to add value, to improve team or Experience Wellington performance and learns from mistakes.

Customer Focus

Effective performance includes:

- Demonstrates commitment to internal (colleagues) and external customers (visitors and stakeholder) by actively listening and clearly identifying their needs.
- Responds promptly to their needs, goes the extra mile, keeps them informed of progress and follows up.
- Maintains helpful, courteous working relationships, even when the situation makes this difficult.
- Seeks feedback from customers and acts on it (e.g. follow up/refer on, identify and action service improvements).
- Looks for ways of making systems and processes more customer friendly.

Communicating Effectively

Effective performance includes:

- Conveys information clearly and concisely in a style and/or method of delivery which best meets the needs of the people receiving the message.
- Uses language and behaves in a way that recognizes cultural uniqueness.
- Creates open channels of communication, keeping people informed about events and decisions that affect them.
- Listens actively and attentively (e.g. asks appropriate questions to obtain, understand and confirm information, checks understanding of what others are saying, and observes to perceive underlying issues and concerns).
- Establishes and builds rapport with people at all levels both inside and outside Experience Wellington Institutions to achieve benefits for Experience Wellington.

Working Together/ Teamwork (all positions)

Effective performance includes:

- Develops cooperative and supportive relationships with colleagues.
- Values, respects and consults team members and acknowledges their contribution.
- Builds enthusiasm throughout projects and encourages others to do the same.
- Participates in problem solving, discussions and communication to resolve differences and conflict.
- Maintains productive networks.
- Is accessible and approachable for colleagues.