

Kairuruku Pakihi | Commercial Coordinator

Our purpose

Working together with and for Wellington to create remarkable experiences that generate vitality, strengthening the city we love.

Our vision

Engaged, curious communities.

To learn more about Experience Wellington visit experiencewellington.org.nz

Role details

Group	Operations	Direct reports accountability	Nil.
Reports to	Kaiārahi Pakihi Manager, Commercial	Financial accountability	Refer financial delegations' policy
Location	Wellington	Special Requirements	Current driver's licence Ability to work flexible hours to support the delivery of evening and weekend programmes and events if required

Work focus

Purpose and outcome

Deliver an exceptional, high quality and enjoyable experience where all visitors feel welcomed, valued and are able to explore in a safe and stimulating environment; and maximise all revenue generating opportunities.

Working successfully as a collective

As a member of the Experience Wellington team, you understand our strategy and expertly explore ways to operationalise strategy in the daily mahi of the group. As an overarching requirement you keep a sharp eye on ensuring we bring a Māori dimension to our experiences **andwhile** **ensuring** the wellbeing, health and safety of our people and visitors alike through a zero-harm culture.

Scope and context of what you'll do

You'll be a superb communicator and problem solver who thrives on personal connection and progress. You'll be ruthlessly organised, constantly thinking ahead, and a world class multitasker. You may find yourself administratively focused one week or leading the onsite delivery venue hire or events the other. Your focus is to support the core business of Experience Wellington's commercial initiatives, including retail, events and venue hire with agility. Although your week will be structured you will have the ability to focus on the most important task in the moment and your work will be varied to support the dynamic nature of our commercial initiatives.

The Kairuruku Pakihi | Commercial Coordinator works closely with our Commercial & Visitor Experience teams to align our approach to revenue generation and front-of-house operations. The Kairuruku Pakihi | Commercial Coordinator connects regularly with our Visitor Experience and Public Programmes teams to support the requirements of events and experiences to ensure seamless operational delivery. This role will also work closely with the Kaiārahi Pakihi | Manager, Commercial to ensure our obligations around the procurement, storage, movement, and consumption of alcohol is in line with our legal obligations and our organisational policies. This includes licencing of premises, training of duty managers and operational and compliance requirements. With a full driver's license, you will find yourself moving stock, merchandise or equipment around our six sites when needed.

Administrative tasks of this role include ordering and accepting stock into sites using our inventory point of sale. You'll be responsible for monthly stocktakes and in addition managing end of shelf-life product and supporting a waste-free approach to our inventory, including oversight of our food and beverage. You will coordinate an efficient stock-taking process for the inventory you are accountable for and work closely with the Kairuruku Matua Pahiki | Retail Development Lead to support the coordination of theirs. You will work together to ensure the stock levels being reported are accurate and appropriate to inform financial budgeting.

As part of our Commercial team, you lead the daily generation of income across our organisation to enable our financial sustainability. Your success and your planning are integral to our financial viability. You deliver this through an agile and considered approach to our strategy, our values, and our commercial and organisational objectives.

In quieter times, you may pick up support work from others within your Commercial Team and wider organisation to ensure commercial initiatives continue to be driven with focus and gusto.

Key relationships

Internal	<p>Key relationships you have are with those delivering the following services:</p> <ul style="list-style-type: none">• Commercial Team to ensure commercial focus is threaded through all you do.• Kaiārahi Tiaki Wheako Manager, Visitor Experience for all operational and delivery requirements• Public Programmes Team regarding requirements• Work collectively with the Visitor Experience team; and• Work in a collegial manner with all Experience Wellington staff
External	<ul style="list-style-type: none">• You will develop and maintain positive relationships with individuals, groups and organisations relevant to the work you do.• You work with our suppliers and supporters and represent our values and objectives as a charitable trust.

Qualifications and Knowledge

In addition to the skill requirements outlined in the next section the following experience is specifically required for this position:

Qualifications

- Liquor Control Qualification or Duty Managers Certificate preferred, but can be obtained with the organisation's support.
- Current NZ Driver's Licence

Experience and general skills

- Organised and solution focused.
- Understands key business drivers/levers and the linkage to financial performance.
- Experience with point-of-sale systems, invoicing and inventory management.
- Excellent relationship management skills.
- Commercial acumen with strong analytical and problem-solving skills.
- Attention to detail and strong administrative skills.

Skills – what you must do well

Cultural perspective

A core strategic pou is to ensure we bring a Māori dimension to everything we do. We are committed to Te Tiriti o Waitangi and support tangata whenua as kaitiaki. We know we are on a journey to build our competency and confidence to engage appropriately in this context. Experience Wellington provides the supportive environment to grow capability and you bring willingness and commitment to apply what you learn.

Character

Honest & open	Willing to be open and confident to share views; sees the benefit in raising what may be perceived as difficult conversations, but done constructively in the right setting.
Collaborative	A team player with supportive and kind communication
Curious	Show curiosity, flexibility, and openness in the way you approach your work.
Self-aware & agile	Be aware of your strengths and weaknesses, looking for ways to improve skills and adapt approach; take the time to understand different perspectives; adapt well in a changing environment.
Resilient	Show composure, grit, and a sense of perspective when the going gets tough.

Capabilities and expectations

We've provided examples of what we expect of you so that you contribute to Experience Wellington's delivery of our work – mahitahi, talent development, role in the wider sector and strategic direction.

Te Whakahaere o te Tuku | Delivery Management | How will we turn what we know into what we do?

We want you to do things like this:

1. Reliably and consistently deliver work to a successful conclusion accurately, and independently. Know when to ask questions or seek clarification.
2. With support, successfully navigate through work that has some degree of ambiguity or requires problem resolution.
3. Understand the context of your work within the wider organisation.
4. With support from others, know how to connect audiences and Māori culture when designing, developing and delivering work.
5. Think about diverse communities when developing, shaping and delivering work.
6. Manage your workload juggling priorities and competing demands.
7. Pro-actively offer to support others when you see they need assistance – mahitahi.

Te Whakahaere ā Parapara | Talent Management | How am I building talent for the future – for Experience Wellington and the arts and culture sector?

We want you to do things like this:

1. Build your confidence and capability in te reo, tikanga and Te Tiriti o Waitangi.
2. Take responsibility for meeting agreed personal and team delivery and development commitments.
3. Develop and improve your own performance, and work collaboratively with others to improve team performance.
4. Contribute to a positive team culture and safe work environment.

5. Take every opportunity to learn, and be ready to learn from others.

Te Mana o te Tikanga | Systems Leadership | How do we together build for a better Wellington?

We want you to do things like this:

1. Build and maintain connections with key people across the organisation and externally in the course of your work.
2. Know how to put the audience at the centre of our work.
3. Participate constructively in the development of ways to improve our work in the context of the whole organisation.
4. Keep up with latest practices and developments in your field of work—use them, share them, and suggest adopting those that could improve the way we do things.
5. Adopt wellbeing, health and safety practices in everything we do, every day.

Mana Rautaki | Strategic Leadership | Where are we going? And how do we get there?

We want you to do things like this:

1. Understand the strategic context for your work, the team's work, and how it connects more broadly across the organisation.
2. Participate constructively in discussions about strategic direction and the team's plan in relation to Experience Wellington's direction.
3. Be able to discuss credibly with other people within Experience Wellington how your work is connected to the strategic direction.