

POSITION DESCRIPTION

Position: Front of House Manager

Team: Toitoi – Hawkes Bay Arts & Events Centre

Group: Community Wellbeing & Services

Responsible To: Event Manager

Responsible For: Nil

Organisational Context:



Tirohanga Whānui - Council's Vision for the Community

Heretaunga Whenua Houkura, Heretaunga Hapori Ora

Fertile Land, Prosperous People

Kaupapa Mātāmua - Our Organisational Mission

E mahi ngātahi ana hei painga mō te iwi me te kāinga, i tēnei rā, āpōpō hoki

Working for our people and our place, today and tomorrow

Ngā Uara – Our Values

Te Mahi Tahi - Working Together

- We work collaboratively
- We are flexible and creative
- We celebrate our successes and have fun

Mana Tangata - Respecting Others

- We are inclusive
- We are honest and reliable
- We act with integrity and professionalism

Te Whakaaweawe - Making a Difference

- We strive for excellence
- We are all accountable
- We serve our community with pride

Oranga Tangata - Supporting Wellbeing

- We encourage life balance
- We care for our work whanau
- We bring a positive attitude

Working effectively with Māori

Hastings District Council aspires to a kaitiakitanga conducted in good faith at all times with respect to the aspirations and expectations of Maori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

Context

Our vision for the Hastings District represents the foundations of our community: land and people. We are focused on protecting and enhancing our fertile land and the life-giving waters which support it, and helping the people of this place to fulfil their aspirations and prosper together.

Across the local government Community Wellbeings, we are seeking:

- Economic - a sufficient and supportive economy
- Environmental - a healthy environment and people
- Social – a safe and inclusive place
- Cultural – a vibrant place to live, play and visit.

The Hastings District Council organisation emphasises capabilities such as working together, a can-do attitude, a spirit of service, enabling, community engagement and partnership development alongside traditionally valued technical and management skills and capabilities. Excellence in performance from the organisation as a whole and from individuals is needed.

Purpose of Position

This role is part of the Community Wellbeing & Services Group. The Group includes Libraries, Community Centres, Sports Centre, Aquatics Hastings, Community Development, Toitoti – Hawkes Bay Arts & Events Centre, Hastings City Art Gallery and Council Housing.

The purpose of this position is to building relationships with staff, and key contacts to ensure all events are delivered accurately and effectively, and to co-ordinate and deliver the organisation's excellent level of customer service.

This can be achieved by:

- As the face of our business you will be the first on-shift point of contact for promoters and hirers of Toitoti. While you're on shift you'll work to ensure all visitors to the venue receive exceptional customer service.
- Work closely and co-operatively with clients, promoters and internal departments to ensure events are delivered successfully whilst maintaining exceptional customer service.
- Report on all maintenance issues at the end of each shift
- Be responsible for the safety of patrons and staff while the event is operating in accordance with all policies and procedures.
- While you're on shift you'll ensure public facilities are always clean and well presented.
- Maintain a detailed knowledge of and manage emergency procedures and the provision of First Aid as required.
- Attend team meetings and training as required.
- Work hard to ensure customer feedback and survey results from promoters and hirers of Toitoti is overwhelmingly positive.
- On shift complaints are responded to quickly, consistent with the urgency of the complaint, in accordance with approved procedures.
- Evacuations, incidents, near misses and first aid events are dealt with and reported efficiently and effectively.
- Patrons receive great service at the bar, all conditions of Liquor License are met and any issues are dealt with promptly.

Other

- We all have responsibility for Health and Safety, therefore the staff member in this role shall:
 - Ensure compliance with the provisions of the Health and Safety at Work Act 2015, and all applicable regulations, Codes of Practice, standards and guidelines.
 - Observe all occupational safety and health policies, procedures and rules stated by Council which are pertinent to the duties carried out by the officer in this position and in all operational areas of the organisation.
 - Promptly and accurately report and record any workplace injuries and incidents.
- Civil defence activities as required. Local government is responsible for looking after communities in the event of a Civil Defence situation. This means that once you have ensured the safety of your family and property, you may need to assist with civil defence or critical incident management.

- Council has a Staff Policy & Information Manual which includes a Code of Conduct – staff are expected to comply, along with all other organisational policies and procedures.
- Such other duties as may be allocated by the manager from time to time.

Key work areas for which this position will have a lead responsibility are:

As Front of House Manager, you will work across both community and corporate events. You will be able to comfortably shift between a community event and a corporate event understanding different clients may require varying degrees of formality and adjusting your approach accordingly.

Casual Event Crew Leadership

- Provide leadership, support and motivate the event crew (including ongoing coaching & on shift support as required) to effectively deliver successful events and shows
- Manage the on-shift delivery of events working with and directing event crew whilst ensuring systems, policies and procedures are followed.
- Brief the event crew for each event relaying accurate information and clear instruction provided by the Event Manager. Read and understand event notes thoroughly before each briefing.
- Oversee room pack ins / pack outs and resets to ensure they are completed to required standards as detailed in the event notes.
- Ensure all staff enter their timesheets, or that their hours are recorded in the appropriate place.

Key Corporate Responsibilities

- Maintain a tidy standard of dress and personal presentation.
- Adheres to Council policies
- Staff are encouraged to participate in training initiatives to develop themselves and their role specific skills
- Actively supports our corporate sustainability strategy, Sustainable Steps
- Actively participates and complies with all Health, Safety & Wellness initiatives and requirements.

Important Functional Relationships

External

Patrons and Customers
Promoters & Hirers

Internal

Event Crew
Events Manager
Other Toitoti Staff

Committees/Groups

Members of Toitoti
Community Performing Arts
Groups
Corporate Events
Hawke's Bay Arts Festival
HDC Events Team

Person Specification

Qualifications

Enrolled in and/or currently undertaking or willing to undertake learning in:

Knowledge/Experience

Has previous experience and or knowledge of:

- Proven customer service skills and the ability to “go the extra mile”.
- Excellent communication and interpersonal skills to be able to communicate effectively with a wide range of clients and patrons.
- Ability to work well under pressure.
- A motivated and proven team player.
- Cash Handling Skills a bonus but not essential
- An understanding or willingness to learn and embrace tikanga Māori
- Experience in the events or hospitality industry
- Experience leading a team.
- Sound PC skills with the ability to use Microsoft packages at beginner level.

Key Personal Competencies

- Meticulous attention to detail
- Teamwork/collaboration
- Able to build stakeholder and team respect
- Decisive and respected advisor

Personal Attributes

- Collaborative
- Honest
- Decisive
- Engaging
- Focused
- Sense of humour