

Venues Officer

Purpose | Te arotahi mātua

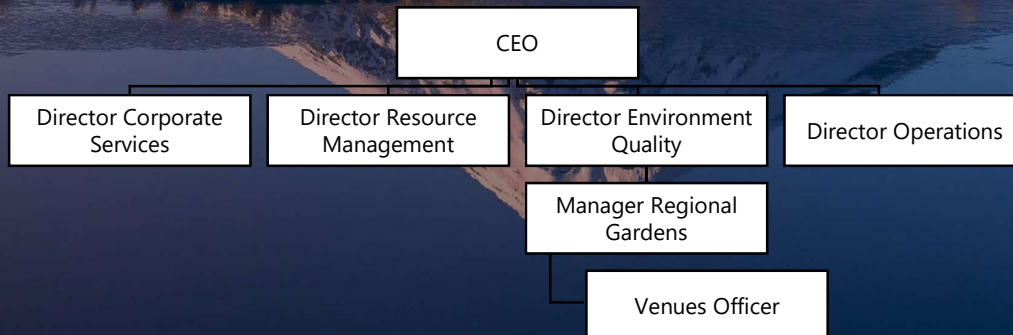
The Venues Officer (Regional Gardens) is responsible for working collaboratively and cohesively within the Regional Gardens team to facilitate and coordinate the Venues at Pukeiti, Tūpare and Hollard Gardens. This includes the management and promotion of the venues and to ensure that the facilities are presented to the required standard of the Regional Gardens. The role will work closely with the Events and Venues Officer and assist to provide a seamless public service.

The role encompasses engagement with iwi/hapū, the science community, and a range of internal and external stakeholders to provide quality recreational and educational venues. Effectively communicating to promote the Regional Gardens to a range of audiences is a key aspect of this role.

Role dimensions | Te ahū mahi

Responsible to: Regional Gardens Manager
Responsible for: Nil
Primary location: Stratford, Tūpare, Pukeiti and Hollard Gardens

Organisational context | Te horopaki whakahaere



Role specific areas of responsibility | Whakaritea ngā wāhanga kawenga

The key responsibility areas are provided as a guide only. Performance measures for this job will need further discussion between the job holder and People Leader / Manager as part of the performance development process.

Venues Management

- Manage enquiries and reservations.
- Manage the Gardens venues use and financial administration.
- Welcome and induct clients through the gardens and venues.
- Contribute to the leadership and performance of the Regional Gardens through participation in the Regional Gardens Leadership team.
- Work collaboratively with the Gardens staff in preparing the gardens venues. This could include some manual labour.
- Ensure clear communication of the venue schedule to the Regional Gardens team.
- Work closely with the Events Officer to promote the Gardens venues.
- Ensure that venues maintenance and compliance requirements are met.
- Provide back-up and support to the Events Officer when required.

Financial management and reporting

- Ensure payments and refunds are up to date.
- Manage venues budget projects as required.
- Accountable and responsible for managing the budget as set out in the Taranaki Regional Council Delegations Manual.

Stakeholder engagement

- Consult and collaborate with a diverse range of external and internal stakeholders to deliver the strategic goals of the Regional Gardens team and wider Council.



Health and safety

- Take all practicable steps to ensure a safe and healthy workplace by promoting, implementing and supporting appropriate health and safety practices.
- Provide Health and Safety inductions to private event and venue clients, ensuring all events, workshops, corporate functions and weddings are health and safety approved.
- Ensure that measures are in place to protect the health, safety and welfare of visitors to Regional Gardens.





Organisational areas of responsibility | Ngā wāhanga whakahaere

- **Be a team player** – Contribute to the greater team and organisational goals by completing projects and tasks in an efficient and effective manner, including any additional activities as directed by your People Leader.
- **Be flexible and adaptable** – Flexible work arrangements meet the needs of our customers, the Council and the individual and may include the need to work outside normal office hours from time-to-time.
- **Look after yourself and others** – Work within the Council’s health and safety systems, policies and procedures at all times to limit risk and keep yourself and those around you safe.
- **Work with integrity** – Maintain high professional and ethical standards that align with relevant legislation, Council policies and our values.
- **Develop yourself and others** – Proactively seek out opportunities for your own professional development and work alongside others to develop them, including actively taking part in Our TRC.
- **Be culturally aware** – Show appreciation and understanding of Māori culture and values and put these into practice in your work.
- **Be an agent for change** – Always be on the lookout for ways to do things better, faster or smarter and be an active participant in the continuous improvement culture.
- **Be digitally savvy** – Understand and be competent in the use of digital technologies relevant to your role, including processing and storage of Council information in line with relevant policies.
- **Emergency planning and response** – Where required, participate in emergency management training exercises and support Council during an emergency management response, having due regard to the safety of your family.
- **Live our values** - Be aware of and demonstrate our values in ways that support inclusivity in every aspect of our work.

Delegations of authority | Te tuku mana

Delegations for all roles are set out in the **Taranaki Regional Council Delegations Manual** as appropriate.

Personal specifications | Ngā whakaritenga whaiaro

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|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Qualifications | <ul style="list-style-type: none">• A qualification in the hospitality, venues or events industry.• Preferably a relevant National Certificate Level 5 qualification in the hospitality sector. |
| Experience | <ul style="list-style-type: none">• At least three years' experience in a relevant role.• Have technical and practical proficiency and competency relevant to this role's specialisation.• Experience with building and maintaining effective relationships and gaining the cooperation of a wide range of internal and external stakeholders. |
| Skills | <ul style="list-style-type: none">• Taranaki Regional Council has a skills pathway framework enabling people to plan their development and grow their skills. The core skills required for this position are aligned with He Pukenga Ara Skills Pathway, and a summary table is included in Appendix 1.• Public speaking skills.• Ability to plan and complete work on time and within budget.• Excellent oral and written communication skills. |
| Knowledge | <ul style="list-style-type: none">• Working knowledge of tikanga Māori and Te Reo.• Advanced knowledge of the Events and Venues Industry.• Working knowledge of the Health and Safety at Work Act 2015. |
| Personal attributes | <ul style="list-style-type: none">• Self-motivated• Adaptable• Friendly and outgoing• Strong initiative• Team player• A can-do attitude• Self-aware• Good level of fitness• Ability to operate under pressure |



Functional relationships | Te whanaungatanga mahi

Build, maintain and role model meaningful effective and sustainable relationships with;

- Internal**
 - Regional Gardens team
 - All Taranaki Regional Council staff
- External**
 - Mana whenua
 - Event organisers
 - Education and Conservation groups
 - General public
 - Contractors
 - Volunteers
 - Other Councils

Changes to job description | Ngā huringa ki ngā whakaahuatanga mahi

From time to time, it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.



Our key messages | Ko ā mātou kōrero mātua

Taranaki Regional Council works with the Taranaki community:



Improving lifestyles
Supporting livelihoods
Taking Taranaki forward

Our mission | Tō tātou mihana

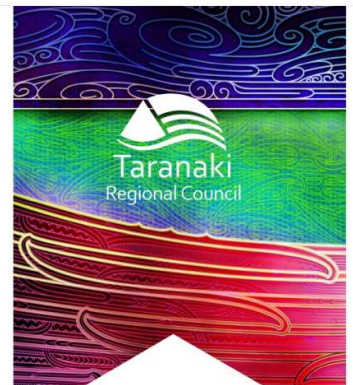
To work for a thriving and prosperous Taranaki by:

- Promoting the sustainable use, development and protections of our natural and physical resources.
- Safeguarding Taranaki's people and resources from natural and other hazards.
- Promoting and providing for significant services, amenities and infrastructure.
- Representing Taranaki's interests and contributions to the regional, national and international community.

We will do this by leading with responsibility, working cooperatively, encouraging community participation, and taking into account the Treaty of Waitangi.

Our values | Tō tātou whanonga pono

- **Integrity** | We do what is right, rather than what is easy.
- **Teamwork** | We are one TRC team, working together with courage and purpose.
- **Care & Respect** | We demonstrate care and respect for ourselves and others; we treat everyone with dignity.
- **Agility** | We strive for excellence, embracing change as an opportunity for innovation.



Our health and safety | Tō tātou Hauora me te haumaru

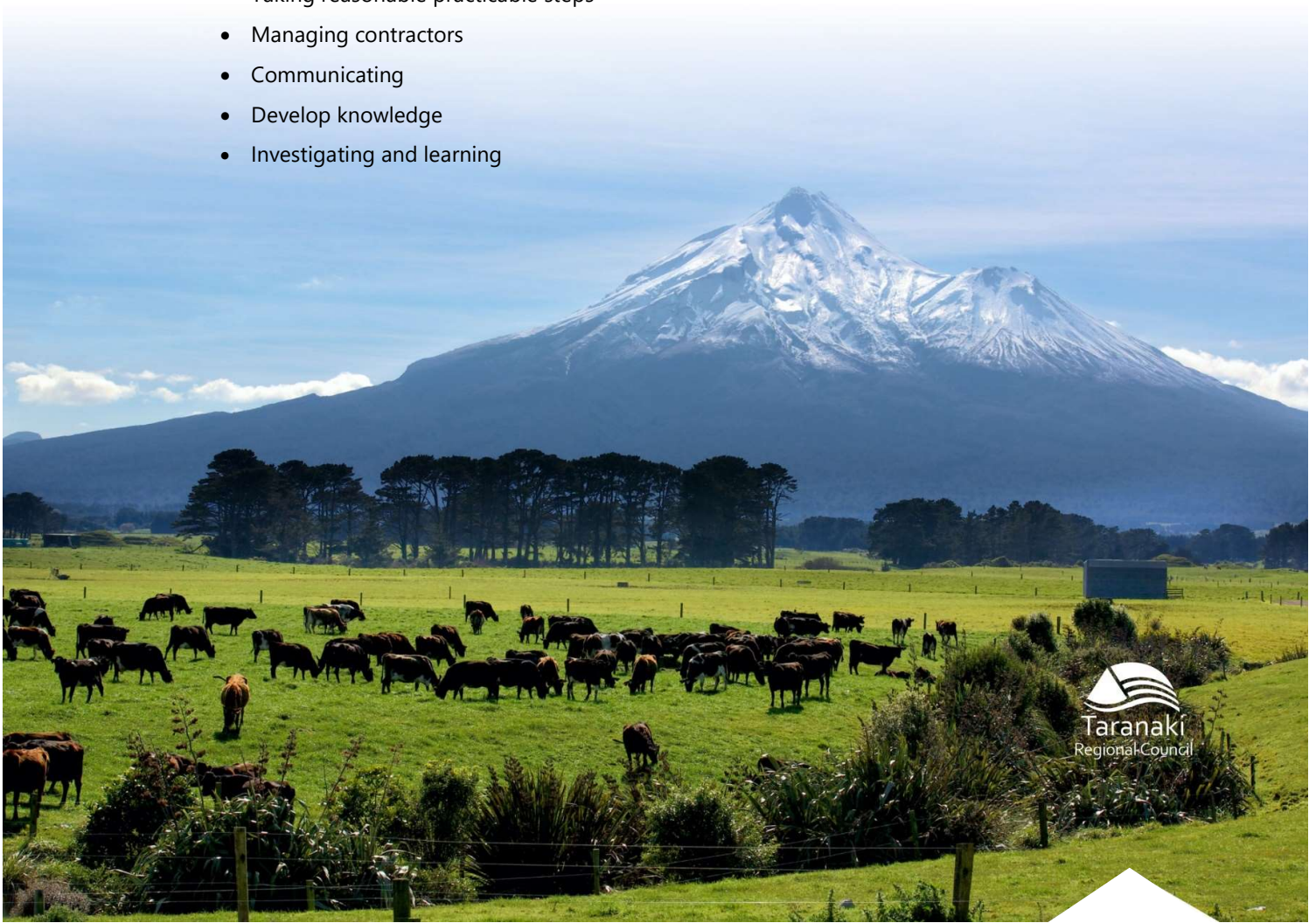
The Taranaki Regional Council is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities.

There are two key points to health and safety:

- 1 The safety of our people and the communities in which we operate always comes first.
- 2 We are all empowered and expected to challenge any unsafe situation at work.

We will achieve these by:

- Building a positive culture
- Aiming for zero harm
- Taking reasonable practicable steps
- Managing contractors
- Communicating
- Develop knowledge
- Investigating and learning



He Pūkenga Ara Skills Pathway

Skill Area	Capabilities
Service Delivery	<ul style="list-style-type: none"> • Service Standards • Customer Service • Judgement and Decisions
Organisational Impact	<ul style="list-style-type: none"> • Aligns Work • Collaborates • Assesses Impact and Value • Promotes Change
Self-Awareness	<ul style="list-style-type: none"> • Knows Self • Develops Self and Others • Builds Trust
Communicates Effectively	<ul style="list-style-type: none"> • Clear Messages • Adapts Style • Tact and Diplomacy
Digital Technology	<ul style="list-style-type: none"> • Systems Knowledge • Works Efficiently • Data Management
Wellness and Risk	<ul style="list-style-type: none"> • Policies and Procedures • Manages Risks • Proactive Wellbeing • Site Safety
Cultural Awareness	<ul style="list-style-type: none"> • Reo • Tikanga • Whakawhanaungatanga • Local context • Mātauranga Māori • Regulatory Environment