

POSITION DESCRIPTION: Venues Support Services Person

Reports to:	Venue Support Services Team Leader
Direct Reports:	N/A
Company:	Dunedin Venues Management Limited (DVML)
Our Vision is uncompromising:	Everything we do creates Southern pride and prosperity We believe in growth, opportunities and exceptional event experiences that others may not have thought possible
Our Mission is energising:	A ground-breaking business challenging traditional thinking, recognised for the value and vitality we contribute to our community and economy, respected for our tenacity integrity and creativity
We live by our Values:	<ul style="list-style-type: none"> - Forward thinking and solutions focused - Nimble and responsive - Trustworthy and respectful - Safe and sound

POSITION PURPOSE

Working across all DVML managed venues, the Venue Support Service Person is responsible for performing routine maintenance and repairs and supporting the delivery of exceptional events e.g. venue set-up, flips and resets.

Providing exceptional customer service to a wide range of internal and external customers is a key component of this position, along with the ability to juggle competing demands and prioritise customer needs.

POSITION RESPONSIBILITIES

Venues Support Services	<p><u>Repairs & Maintenance</u></p> <ul style="list-style-type: none"> • Carry out assigned routine maintenance tasks to ensure buildings, grounds and turf as well as all equipment and furniture are well maintained. • Keep the maintenance areas clean, tidy and free of any exposed hazards. • Ensure furniture that is set and then returned to storage is in good condition and stored safely in its allocated storage area. • Report any damaged equipment or furniture to the Venue Support Services Team Leader. • Instruct and co-ordinate onsite Venue Contractors at the request of the Venue Support Services Team Leader. <p><u>Event Delivery Support</u></p> <ul style="list-style-type: none"> • Ownership of room set-up and flip requirements for all assigned events across DVML's multiple venues.
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	<ul style="list-style-type: none"> • Collate all relevant room setup floorplans and methodically set rooms in a sequence that works within timelines of the event and to the standard required. • Ensure all rooms and temporary overlays are set correctly • Occasionally liaise with catering, security and other contractors on timelines for event setups to ensure no double handling of equipment and smooth and safe setup is completed. <p>General</p> <ul style="list-style-type: none"> • Provide venue support services to other DVML teams or roles as requested. • Supervise and instruct casual staff or contractors when required.
Event Delivery	<ul style="list-style-type: none"> • Be available to represent DVML and carry out tasks as required for events taking place within all DVML venues. • Take ownership and complete any tasks allocated to you within the operations check sheet for event builds.
Customer Service	<ul style="list-style-type: none"> • Identify and assess customers' needs to achieve satisfaction. • Deliver allocated tasks / support within agreed timeframes and quality standards. • Build sustainable relationships of trust through open and interactive communication. • Be flexible in your approach to the demanding changes to overlays and set ups adding to the team success of the event. • Recognise that the appearance of all venues managed by DVML is of the highest importance and ensure all facilities, equipment and Furniture are consistently of a high standard. • Be available to participate in a 24/7 "On call" roster. • Any other duties that may be reasonably required of the role.

HEALTH & SAFETY

Dunedin Venues Management Ltd regards the engagement of all workers in Health and Safety management as a prerequisite for good Health and Safety performance. All DVML employees will demonstrate their commitment to Health and Safety by:

- Personally participating in all Health and Safety initiatives that apply to them
- Becoming actively involved in the management of hazards and risks they are exposed to
- Ensuring their own Health and Safety and that of others around them
- Providing suggestions and solutions for the improvement of Health and Safety
- Participating in the review of Health and Safety initiatives and systems where relevant.

KEY RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> - Asset & Compliance Manager - Venue Support Services Team Leader - Contracted Services Manager - Contracted Services Administrator - Operations/Events Team - DVML Staff 	<ul style="list-style-type: none"> - Clients - Stadium Contractors - Client Contractors - Public - Suppliers

PERSON SPECIFICATION		
Requirement	Essential	Preferred
Education	NZCE Level 2 or Equivalent	Trade qualification or relevant experience
Industry Experience	Proficient with the use of hand tools Proficient with the use of small power tools	Understanding of Health and Safety Risk and Controls.
Knowledge and Experience	<ul style="list-style-type: none"> • A strong customer service focus • Strong communication skills • Positive, can do attitude • Flexible approach to work, and happy taking instruction and being directed • Action and deadline orientated • Results Focused • Physically fit • Expertise with forklift use and full driver's license • Ability to work to a flexible time schedule when required • High attention to detail 	<ul style="list-style-type: none"> • Proficiency with Microsoft Office (Outlook, Word, Excel)
Expected Behaviours	<p>Customer Centric As an event management and delivery business we put customers at the centre of everything we do. We work collaboratively and tirelessly to deliver exceptional customer service.</p> <p>Solutions and Results Focus Using a continuous improvement approach, we deliver the right results to meet the customers, and business needs.</p> <p>Interpersonal Skills To deliver results, exceptional interpersonal skills are required. Having a professional, friendly manner, the ability to listen and understand and accurately reflect the customer's needs, and to read between the lines and communicate a compelling vision of the solution are all required.</p> <p>Teamwork and Collaboration Working openly and being supportive of each other is an essential principle for everyone who works at DVML. Relationship and people skills are essential, as is the ability to work with people across all the functional areas of the business.</p> <p>Integrity and Trust We have a core principle of integrity and trust. Say what you mean, mean what you say and deliver as promised. Being able to trust others and to build lasting, trusted relationships with colleagues and customers is essential.</p> <p>Self-Managing The ability to manage workload and time effectively is essential to success in the events business. Flexibility and a commitment to pro-actively managing own work/life balance is required.</p>	