

JOB DESCRIPTION

Job Title Senior Set-up Supervisor	
Division Auckland Unlimited	Reports To (Attach Structure) Manager, Setup Operations
Department Visitor Experience	Direct Reports Set- up Attendants
Unit Auckland Live & Conventions	Indirect Reports Permanent and casual staff
Team Event Setup	Location Auckland Wide
Key Purpose of Role To supervise the Set-up operations of events to support the overall delivery of events across Auckland Unlimited.	
Key Responsibilities	Expected Outcomes
Setup management <ul style="list-style-type: none"> Identify visitor and client expectations and develop and implement effective strategies to enhance and improve profitability and the visitor experience Ensure processes and procedures are established and followed to identify changing visitor and client expectations and satisfaction levels 	<ul style="list-style-type: none"> Best practice standards are achieved Business plans are in line with the agreed objectives and financial goals Existing and future needs and opportunities are identified and implemented
Leadership and learning <ul style="list-style-type: none"> Develop team objectives in line with Auckland Live & Conventions business plans Contribute to developing the capability of staff through mentoring, coaching and identifying training and development needs to improve staff and department performance Demonstrate consistent leadership through advocacy and clear communication of Auckland Live and Conventions strategic direction and, in this context, represent Auckland Live and Conventions publicly when required. Undertake a training role in their area of professional expertise to widen the skills and knowledge of others within the team and wider department 	<ul style="list-style-type: none"> All staff are adequately informed, coached and supported to provide excellence in service delivery Staff skills are appropriate to current roles and consistent with developing departmental objectives Staff are supported and motivated to perform to a high level of effectiveness and satisfaction. Manager represents Auckland Live and Conventions brand and strategies Team members' skills are progressed as a result of mentoring, training, and KPI's.

<ul style="list-style-type: none"> • Promptly and constructively address any issues of non-performance 	
<p>Protection of Venue and Assets</p> <ul style="list-style-type: none"> • Ensure proper management of resources by proactively maintaining Set Up assets and creating and following correct manual handling and protocols to extend the life of assets • Maintaining standards of venue presentations as set by the Venue Presentation Manager • Reporting of Maintenance and cleaning issues 	<ul style="list-style-type: none"> • Venues and resources are well presented for patrons • Life of assets is realised
<p>General Administration</p> <ul style="list-style-type: none"> • Source critical information relating to staffing of events and establish requirements for Event Setup roster. • Allocate staff and produce rosters for Event Setup Department. • Communicate any roster changes with Supervisors, Set Up Manager and Setup Operations as required to support events. • Track staff absenteeism and availability. • Identify staffing shortages and advise the Manager, Setup Operations • Contribute to the development and maintenance of database, systems, policies & procedures within the Visitor Experience department and provide administrative support for the Setup Department Documents procedures to ensure consistent performance of administrative tasks • Event Setup Policies and procedures; <ul style="list-style-type: none"> - assists in ensuring all Event Setup related policies and procedures are up to date - Provides support in developing and initiating new processes and procedures for the Setup department ensuring that all legal obligations are met - Assists with the review and maintenance of Event Setup internal policies and procedures. <p>Recruitment and Induction</p> <ul style="list-style-type: none"> • Advises appropriate staff of start date for new employees 	<ul style="list-style-type: none"> • Rosters are produced on time in accordance with the Event Setup Attendants casual contracts and with the required staff to meet customer service and safety requirements. • Manager Setup Operations is fully informed of any roster changes. • Event Setup Attendants are aware of availability expectations of the role. • Solutions and found for short term staffing shortages or plans made to recruit additional staff. • Administration for Event Setup Department is provided in a timely manner • Event Setup staff are trained in information systems • Projects and reports are delivered to required objectives • Proactive contribution to planning. • All policy and procedures for the Event Setup department are maintained. • All new staff are aware of the expectations of the organisation and the role.

<ul style="list-style-type: none"> • Coordinates the recruitment, induction process for all casual and permanent Setup Attendants • Works alongside Manager, Setup Operations to ensure every new employee receives a consistent and positive induction into the workplace. 	
<p>Project management</p> <ul style="list-style-type: none"> • Lead and/or support relevant projects with other departments on a project basis to deliver high quality innovative activities and projects as appropriate • Monitor the project objectives and deadlines as required 	<ul style="list-style-type: none"> • Projects delivered to required objectives
<p>Continuous improvement/quality assurance</p> <ul style="list-style-type: none"> • Conduct ongoing evaluation of programmes to maximise their efficiency and effectiveness 	<ul style="list-style-type: none"> • Resources are focused on achieving the best outcomes for customers, assets, and stakeholders Improvement initiatives evident and are aligned with best practice
<p>Communication and key relationships</p> <ul style="list-style-type: none"> • Maintain positive and collaborative working relationships internally and externally • Ensure effective communication is provided to internal and external customers • Effectively manage, or escalate, controversial issues, where there may be numerous stakeholders and perspectives • Utilise effective conflict resolution and relationship management skills, able to negotiate without compromising key objectives, keeps outcomes in mind 	<ul style="list-style-type: none"> • All stakeholders enjoy mutually beneficial working relationships • Appropriate and relevant communications are channelled to all affected parties • Improvement initiatives evident and are aligned with best practice
<p>Organisational obligations</p> <ul style="list-style-type: none"> • Action the organisation's good employer obligations and equal employment bicultural policies and practices • As an employee of the organisation, you are required to be associated, as required, with Civic Defence Emergency Management or any exercise that might be organised in relation to this organisation function • Promote a safe and healthy workplace by undertaking responsibilities as outlined in the organisation's health and safety policy and procedures • Promote activities and initiatives that assist the organisation achieve its vision and mission • Promote one-organisation initiatives and action these service characteristics • As an employee of the organisation you are required to familiarise yourself with and comply with all organisation policies, 	<ul style="list-style-type: none"> • Auckland Unlimited meets its obligations as an employer • Auckland Unlimited's reputation is enhanced within the community • Health and safety requirements upheld



<p>including but not limited to, the organisation's Code of Conduct</p>	
<p>Experience</p> <ul style="list-style-type: none"> • Experience in leading a setup team, including the proven ability to delegate and manage 'through the team' • Demonstrated leadership skills at a Supervisor level • Experience with event setup, event safety and staff rostering • Experience in managing a large staff force with HR responsibilities • Proficient in the use of Microsoft Office applications (Word, Excel, Outlook) • Experience in the use of EBMS (Electronic Business Management System) would be an advantage 	
<p>Skills/Competencies</p> <ul style="list-style-type: none"> • Strong communication and relationship building skills • Customer service • Visitor experience focused 	
<p>Key Relationships</p> <p>Internal</p> <ul style="list-style-type: none"> • Across departments and Business units across Auckland Unlimited <p>External</p> <ul style="list-style-type: none"> • Visitors and clients 	
<p>Delegated Authorities</p> <p>Budgeted: Opex</p>	
<p>Disclaimer</p>	
<p>The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned job. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the incumbent. From time to time, personnel may be required to perform duties outside of their normal responsibilities as needed.</p>	