

Position Description

Position title:	Assistant Manager, Housekeeping	Team:	Venue & Event Operations
Division:	Tātaki Auckland Unlimited	Reports to:	Manager, Housekeeping
Department:	Operations	Direct reports:	10 – 20 Permanent Supervisors and Permanent Attendants,
Unit:	Tātaki Shared Services	Indirect reports:	Team Leaders and casual Housekeeping staff



Our commitment to te ao Māori

We honour te Tiriti o Waitangi, accord value to te ao Māori (the Māori world), support kaitiakitanga and are responsive to the needs of Māori. You help lead and implement the directorate’s Māori Outcomes. You support and promote the development of staff understanding and capability in te reo Māori, tikanga Māori, te ao Māori and te Tiriti o Waitangi so everyone can contribute the delivery of Māori Outcomes for and with Māori.



Role Purpose

To support the Manager, Housekeeping in managing the multi-faceted Housekeeping teams across Tātaki Auckland Unlimited venues, focusing on delivering exceptional housekeeping services and best practice experiences for our clients and customers.

Support Front of House operations, Food and Beverage and to support the overall delivery of events for Tātaki Auckland Unlimited.

To manage and deliver the recruitment, training & development needs of the Housekeeping operational team including rostering and administration.

Support Manager, Housekeeping with supplier management and purchasing including being part of Tātaki procurement planning processes to support value for money,

To improve staff performance, event procedures & work collaboratively with all departments and suppliers to deliver an efficient and safe operation throughout any Tātaki Auckland Unlimited venues and precincts.

Support the Manager, Housekeeping in providing strong leadership and mentoring support to the Housekeeping team including Team leaders, Supervisors and across the wider Tātaki Auckland Unlimited businesses.



Key responsibilities

Role Obligations

- Plan and deliver event Housekeeping requirements across a broad range of event types from theatre, concerts, exhibitions to multi-day business events and conventions.
- Identify visitor and client expectations and develop and implement effective strategies to enhance and improve sustainability outcomes and the visitor experience.
- Ensure processes and procedures are established and followed to identify changing visitor and client expectations and satisfaction levels.
- Source critical information relating to staffing of events, establish requirements and publish Housekeeping rosters.
- Allocate staff, produce rosters and communicate any roster changes with Operations Managers, Team Leaders, Supervisors, and Housekeeping department as required to support events.
- Contribute to the development and maintenance of database, systems, policies & procedures within the Venue & Event Operations department.
- Lead and/or support relevant projects with other departments on a project basis to deliver high quality innovative activities and projects as appropriate.
- Alignment of activities to support Te Tāruke-ā-Tāwhiri, Auckland's Climate Plan

Leadership and learning

- Support, the Manager, Housekeeping in delivering team objectives in line with Tātaki Auckland Unlimited business plans for each business unit.
- Identify needs and develop the capability of staff through mentoring, coaching and identifying training and development needs to improve staff and department performance.
- Undertake a training role in areas of professional expertise to widen the skills and knowledge of others.
- Promptly and constructively address any issues of non-performance.

Protection of Venue and Assets

- Ensure proper management of resources by proactively maintaining Housekeeping assets and creating and following correct manual handling and protocols to extend the life of these assets.
- Develop and maintain an asset maintenance programme for all Housekeeping assets including an assets renewal programme across all venues.
- Maintaining standards of venue presentation and reporting of Maintenance and cleaning issues through correct channels,

Customer Service

- Ensure there is customer focused service delivery of events within all venues and precincts.
- Ensure the Visitor Experience reinforces manaakitanga – a tikanga led quality client and customer service experience.
- Implement service standards and behaviours that deliver superior customer service.

Communication and key relationships

- 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.

Organisational obligations

- 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, including but not limited to, the organisation's Code of Conduct



Outcomes

Outcomes

- Your team meets the deliverables agreed in your Māori outcomes planning for the department and can pronounce and use basic te reo Māori in emails, meetings and conversations. You understand, demonstrate and value the use of tikanga where appropriate.
- Venues & offices are cleaned and presented to a high standard, meeting & exceeding the needs of our clients, patrons & staff.
- You demonstrate and live the TAU leadership expectations through your words and actions,
- Strategies and business plans are delivered on time, within budget and meet regulatory obligations and policies.
- Operational services are meet or exceed customer expectations and stakeholder issues are resolved in line with the TAU's values.
- You purposefully maintain regular dialogue with your colleagues, the Council family and peer organisations to network and pursue mutual interests.
- You are an ambassador for the organisation's interests and leverage our position in external forums and networks.
- Internal and external stakeholders are well informed, relationships are effectively managed, and you are well-respected by the executive team, AUL board, external stakeholders, peers, employees and the wider network.
- Event waste is minimised and volume of waste to landfill is reduced.
- Support the ongoing delivery of Council's Te Tāruke-ā-Tāwhiri: Auckland Climate Plan which addresses the challenges of climate for Auckland.
- Follow sustainable procurement practices.



Key skills

Key Skills

- Ability to build trust and strong partnerships and work collaboratively with multiple stakeholders, often with different agendas.
- Excellent written and oral communication skills
- Strong communication and relationship building skills
- Customer service, Visitor Experience focused
- Training and development of staff



Job requirements

Qualifications

- NZ Driver's License - Full
- NCEA Level 4

Experience

- 3 – 5+ years' relevant experience leading Housekeeping operations in a large multidisciplinary and complex organisation.
- Proven management ability in substantial events, Hotel or related service industry organisations and capacity to work in a complex environments.
- Good interpersonal and negotiation skills, able to effectively build constructive relationships when differing perspectives and needs exist.
- High level of resilience, problem solving and decision-making skills, using professional judgement
- Thorough knowledge in specialist areas in Venue management, Sustainability, Housekeeping Operations and Event delivery.
- Sound knowledge of Microsoft computer programmes (Outlook, Word, Excel, Teams) with good keyboard skills, a knowledge of Rostering systems and Event Application – Momentous would be advantageous.
- A demonstrated understanding of the cultural diversity within New Zealand and a commitment to positive working relationships with all cultural groups



Leadership Capability

Drives Vision & Purpose

Painting a compelling picture of the vision and strategy that motivates others to action

Manages Complexity

Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems

Ensures Accountability

Holding self and other accountable to meet commitments

Collaborates

Building partnerships and working collaboratively with others to meet shared objectives

Courage

Stepping up to address difficult issues, saying what needs to be said

Manages Ambiguity

Operating effectively, even when things are not certain, or the way forward is not clear

Builds Effective Teams

Building strong identity teams that apply their diverse skill and perspectives to achieve common goals



Key Relationships

Internal

- TAU business Operational leads
- Security Division
- Health and Safety Division
- Property Division
- ICT Division
- Food & Beverage team
- Programming & Convention sales

External

- Auckland Council
- Auckland Transport
- Eke Panuku
- Staff temp agencies
- Customers

Disclaimer

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, employees may be required to perform duties outside of their normal responsibilities as needed.

Approving manager:

David Bavage Director, Venue & Event Operations

Version date:

28 April 2025



Job framework

Job function:

Job family:

Job:

DFA

Budgeted:

- Opex: \$5,000
- Capex: \$5,000

Unbudgeted:

- Opex:
- Capex: