

# Position Description: On-Call Casual Event Crew

---

## **“He Mānuka Tū ki te Ahi”<sup>1</sup>**

*Mānuka stands strong in the midst of heat and adversity*

RotoruaNZ is committed to developing and promoting Rotorua as a destination of choice to live, work, study, visit, invest and do business. RotoruaNZ is the Economic Development Agency (EDA) and Regional Tourism Organisation (RTO) for the Rotorua district. Our work supports the development of the Rotorua economy, unlocking opportunities for commercial investment and providing employment, wealth and wellbeing for all of our people.

RotoruaNZ is a Council Controlled Organisation (CCO) that works in partnership with iwi, private sector business, local government, community organisations and central government to support their growth aspirations and enhance the Rotorua identity and reputation. We operate as a neutral entity and a trusted adviser, balancing the needs of each group of stakeholders for the benefit of the destination.

Rotorua Lakes Council has recently decided to transfer to RotoruaNZ, the delivery functions for both events and the commercially orientated venues (Energy Events Centre (EEC) and Sir Howard Morrison Centre (SHMC)). Combined with our existing responsibilities, RotoruaNZ will be even better placed to enhance Rotorua’s vibrancy through providing a wealth of enriching experiences and opportunities.

The strengths of our region include the natural environment, our vibrant and expressive Māori culture and the rich, invigorating experiences that are accessible to all. We’ll continue to leverage these strengths in our positioning and marketing of Rotorua to the rest of New Zealand and the world. We’ll continue to unlock the potential of Rotorua by:

- Strengthening Rotorua’s reputation as a vibrant world-class destination.
- Attracting, retaining and growing investment, talent and business across the district.
- Supporting efforts to revitalise the inner-city and Fenton Street corridor.
- Working closely with Te Arawa whānui to support the growth of their economy in alignment with the values set out in the Te Arawa 2050 Vision.
- Ensuring the impact of change achieves a balance between social, environmental, economic and wellness benefits for the people of Rotorua.

We are one team. Our work is underpinned by our values:

- Courage | Te Māiā – the courage to be bold and visionary
- Pride | Poho Kererū – Rotorua is at the heart of all we do
- Inclusivity | Te Whakawāitanga – We enable collaboration and teamwork
- Integrity | Te Ngākau Pono – We do what we say
- Fun | Pārakareka – We do it with energy and fun

The following pages provide the requirements of this specific job. In addition to these, job holders are also expected to be proactive in knowing and following Rotorua NZ’s policies and procedures.

---

<sup>1</sup> This whakatauki gifted to the organisation by Ngati Whakaue kaumatua, Kingi Biddle. It draws on the metaphor of Manuka that grows with strength and resilience in the heat of Rotorua’s geothermal environment, enabling a thriving ecosystem.

POSITION SPECIFICATION	
<b>POSITION:</b>	On-Call Casual Event Crew
<b>REPORTS TO:</b>	Venue Experience Manager
<b>GROUP:</b>	Sir Howard Morrison Centre
<b>LOCATION:</b>	Whare Tapere o tā H.M - Sir Howard Morrison Centre (SHMC), Fenton Street, Rotorua
<b>POSITION PURPOSE:</b>	To support the delivery of shows and events at the Sir Howard Morrison Centre.
<b>DELEGATIONS</b>	<ul style="list-style-type: none"> <li>• Number and nature of direct reports – Nil</li> <li>• Budget responsibility - Nil</li> </ul>
<b>KEY ACCOUNTABILITIES:</b>	<ul style="list-style-type: none"> <li>• Assist with front of house aspects of shows and events at SHMC.</li> <li>• Confident and competent in all aspects of front of house operations, including welcoming patrons to the venue, checking tickets, ushering, bar service, café and ticketing service and assisting patrons when needed.</li> <li>• Calm and assertive when assisting with evacuations.</li> <li>• Light cleaning duties.</li> </ul> <p><i>NB: the key accountabilities listed above are not an exhaustive list. You may be expected to undertake additional responsibilities in the course of your employment that are consistent with the purpose of your employment.</i></p>
PERSON SPECIFICATION	
<b>FORMAL QUALIFICATIONS AND EXPERIENCE</b>	<p><b>Required:</b></p> <ul style="list-style-type: none"> <li>• Basic English &amp; Maths</li> </ul> <p><b>Desired:</b></p> <ul style="list-style-type: none"> <li>• Experience in a hospitality environment</li> <li>• Experience in a Performing Arts venue</li> <li>• First Aid Certificate</li> </ul>
<b>POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>• A welcoming and helpful attitude to all visitors to the venue</li> <li>• A hospitality superstar and a welcoming face for patrons attending shows and events at SHMC</li> <li>• Excellent customer service skills</li> <li>• A team player who actively takes part to get the job done</li> <li>• Able to follow instructions and remains calm under pressure</li> <li>• Physically fit and able to stand for long periods of time</li> <li>• Good availability during evenings and weekends.</li> <li>• Comfortable working within Maori settings, ideally with knowledge of Te Reo and Tikanga Māori.</li> </ul>
ORGANISATIONAL COMPETENCIES	
<p><b>VISIONARY AND ADVENTUROUS</b></p> <p><i>Boldly positive for Rotorua's future</i></p>	<ul style="list-style-type: none"> <li>• Create breakthrough strategies and plans</li> <li>• Contribute broad knowledge and strategic perspective, forward looking, anticipating future trends and consequences</li> <li>• Optimistic about future possibilities and likelihoods</li> <li>• Harness customer information and network creativity for improvement</li> <li>• Handle risk and uncertainty, able to shift gear and act without having the full picture</li> </ul>
<p><b>RESULTS FOCUSED</b></p> <p><i>We get stuff done</i></p>	<ul style="list-style-type: none"> <li>• Focus resources on what is important and drive to add value</li> <li>• Are dedicated to meeting the expectations and requirements of internal and external customers</li> <li>• Set ambitious goals and steadfastly push to achieve them</li> </ul>

	<ul style="list-style-type: none"> <li>● Are action oriented and energetically seize opportunities</li> <li>● Willing to take a stand for what is important and work on tough assignments</li> <li>● Work hard – pursue everything with energy, drive and a need to finish</li> <li>● Face problems and challenging situations quickly and directly</li> </ul>
<p><b>COLLABORATIVE</b></p> <p><i>One Team</i></p>	<ul style="list-style-type: none"> <li>● Facilitate a whole of Rotorua approach</li> <li>● Build constructive and effective relationships with all kinds of people – up, down and sideways, gaining their trust and respect</li> <li>● Encourage collaboration and partnership, working cooperatively with others</li> <li>● Mobilise collective effort around a compelling sense of purpose or inspiring vision</li> <li>● Create milestones and symbols to rally support and mark progress</li> <li>● Find common ground and solutions for the good of all</li> <li>● Define success in terms of the whole team</li> </ul>