

Position Description: Operations Manager

“He Mānuka Tū ki te Ahi”¹

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.

¹ 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

POSITION:	Operations Manager
REPORTS TO:	Head of Visitor and Customer Services
GROUP:	Visitor and Customer Experience Team
LOCATION:	Primarily located at i-Site, Rotorua NZ. Additional sites include - Energy Events Centre, and Sir Howard Morrison Centre as required.
POSITION PURPOSE:	<p>The Operations Manager is a pivotal leader responsible for overseeing and empowering a diverse management team including Visitor Service Managers, the Performing Arts Venue Experience Manager, and the Operations Manager – Events Delivery across all RotoruaNZ managed venues.</p> <p>This role orchestrates the seamless integration of visitor services, venue management, and event delivery, ensuring a unified and high-performing operation. By driving operational efficiency, elevating visitor and client experiences, and upholding the highest standards of compliance, the Operations Manager fosters a culture of excellence and continuous improvement. Through strategic leadership and effective cross-functional collaboration, this role ensures all operational activities are aligned with RotoruaNZ's vision and objectives, strengthening the organisation's reputation for outstanding venue and event experiences.</p>
DELEGATIONS	<p>Number and nature of direct reports:</p> <ul style="list-style-type: none"> • Visitor Services Manager x3 • Performing Arts Venue Experience Manager • Operations Manager – Event Delivery
KEY ACCOUNTABILITIES:	<p>Operational Leadership</p> <ul style="list-style-type: none"> • Oversee the day-to-day delivery of visitor services, venue operations, and event execution, ensuring high standards of service, safety, and accessibility. • Lead the coordination of visitor flow, ticketing operations, front-of-house logistics, and event scheduling to ensure smooth and cohesive guest experiences. • Collaborate across departments to ensure operational readiness for exhibitions, performances, public programs, and private events. • Ensure relevant regulatory requirements (e.g. liquor licencing, health and safety etc...) are met. <p>Customer and Visitor Experience Excellence</p> <ul style="list-style-type: none"> • Drive continuous improvement of customer service practices, ensuring an inclusive and welcoming environment for all visitors. • Manage and resolve escalated visitor feedback or service recovery situations with empathy and professionalism. <p>Team Leadership and Development</p> <ul style="list-style-type: none"> • Lead, coach, and support a multi-disciplinary team including front-of-house, visitor services, event delivery, and venue operations staff. • Oversee planning, rostering, recruitment, and professional development to meet both daily operational demands and long-term strategic goals.

	<ul style="list-style-type: none"> Foster a collaborative, accountable, and service-focused team culture. <p>Stakeholder & Iwi Engagement</p> <ul style="list-style-type: none"> Build relationships with the full range of venue users including Te Arawa iwi, local community users, and businesses to align operations. <p>Financial & Resource Oversight</p> <ul style="list-style-type: none"> Manage budgets (\$TBC), optimising resource allocation and reporting on KPIs. <p>Strategic and Business Planning</p> <ul style="list-style-type: none"> Contribute to long-term operational strategies, such as infrastructure upgrades. Contribute to asset management planning for venues. <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	
QUALIFICATIONS AND EXPERIENCE	<p>Required:</p> <ul style="list-style-type: none"> Relevant tertiary qualifications in Business, Event Management, Hospitality, or a related field. Proven leadership experience of 5 years in operations management, ideally within a visitor-focused, venue management, performing arts, or events environment. Demonstrated ability to manage complex logistics and service delivery across multiple functions simultaneously. Strong capability in team leadership, with experience in training, coaching, and performance management. Proficiency in operational systems including ticketing, CRM platforms, and reporting tools. Excellent interpersonal and communication skills, with the ability to lead cross-functional collaboration and manage stakeholder relationships. Strong commitment to providing accessible, inclusive, and exceptional visitor experiences. Solid understanding of health and safety, risk management, and compliance in public environments. <p>Desirable:</p> <ul style="list-style-type: none"> Experience in the venue management, performing arts, cultural institutions, or tourism sectors. Certification in First Aid and Emergency Response.
POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES	<p>Key Attributes:</p> <ul style="list-style-type: none"> Cultural Intelligence: Commitment to Te Tiriti o Waitangi, te reo Māori, and tikanga in operational decisions (e.g., marae protocols, iwi partnerships).

	<ul style="list-style-type: none"> • Problem-Solving: Aptitude for troubleshooting logistical challenges (e.g., equipment failures, staffing shortages). • Adaptability: Flexibility to respond to emergencies or irregular hours (e.g., event support, airport operations). • Commercial Awareness: Balancing operational efficiency with financial sustainability
ORGANISATIONAL COMPETENCIES	
VISIONARY AND ADVENTUROUS <i>Boldly positive for Rotorua's future</i>	<ul style="list-style-type: none"> • Create breakthrough strategies and plans • Contribute broad knowledge and strategic perspective, forward looking, anticipating future trends and consequences • Optimistic about future possibilities and likelihoods • Harness customer information and network creativity for improvement • Handle risk and uncertainty, able to shift gear and act without having the full picture
RESULTS FOCUSED <i>We get stuff done</i>	<ul style="list-style-type: none"> • Focus resources on what is important and drive to add value • Are dedicated to meeting the expectations and requirements of internal and external customers • Set ambitious goals and steadfastly push to achieve them • Are action oriented and energetically seize opportunities • Willing to take a stand for what is important and work on tough assignments • Work hard – pursue everything with energy, drive and a need to finish • Face problems and challenging situations quickly and directly
COLLABORATIVE <i>One Team</i>	<ul style="list-style-type: none"> • Facilitate a whole of Rotorua approach • Build constructive and effective relationships with all kinds of people – up, down and sideways, gaining their trust and respect • Encourage collaboration and partnership, working cooperatively with others • Mobilise collective effort around a compelling sense of purpose or inspiring vision • Create milestones and symbols to rally support and mark progress • Find common ground and solutions for the good of all • Define success in terms of the whole team