

Job Description

Job Title	Facility Manager – Albany Community Hub - Te Pokapū ā-Hapori o Ōkahukura
Organisation	Harbour Sport
Prepared	March 2022
Locations	Albany Community Hub - Te Pokapū ā-Hapori o Ōkahukura , Harbour Sports House, Stadium Drive, Albany
Term	Permanent, Full Time 40 Hours Week

Background

Harbour Sport has been contracted to run the facility, Albany Community Hub - Te Pokapū ā-Hapori o Ōkahukura. We as managers of this venue align strongly with the Upper Harbour Local Boards outcome to “Support initiatives that build local resilience in the community by funding programmes, activities or events that help build local capacity and encourage social connectedness” (Upper Harbour Local Board Plan 2020) is essential in the utilisation of the facility.

Our role is to support the activation of the facility which allows for community access with considered curation and coordination ensuring there is a wide range of activities meeting the wider community needs and interests.

Harbour Sport’s vision is to have ‘A Community Physically Active for Life’ by inspiring, empowering and strengthening the community through sport and physical activity.

The Albany Community Hub is a multi-functional, accessible, supportive facility connecting Albany’s old and new communities. It has 5 areas that are for hire to the general public, local community organisations and local business, a communal garden and lovely undercover outdoor space.

You will be managing the Hub facility operations and bookings and have a keen eye in the creation and execution of all marketing campaigns and projects to drive brand awareness, sales, and business growth as well as engaging in Harbour Sport driven events at the facility.

Job Purpose

The purpose of this position is to manage the Hub facility operations and bookings. This involves the day to day management as well as the creation and execution of all marketing campaigns, projects and events to drive facility awareness and use by the community.

Your primary functional purpose is build strong relationships with the community, the current users, and potential users and align the use of the facility to the Upper Harbour Local Board objectives and Harbour Sports values.

Harbour Sport Values

Integrity <ul style="list-style-type: none">• Be professional• Be authentic and keep ourselves accountable• Walk the talk	He Tangata <ul style="list-style-type: none">• Value diversity and the community voice• Have respect for and be respected by the community• Take time to understand others
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<p>Leadership</p> <ul style="list-style-type: none"> • Lead with excellence • Be innovative, receptive and adaptive to the changing environment • Continuous improvement 	<p>Passion</p> <ul style="list-style-type: none"> • Be enthusiastic, energetic and positive in everything we do • Inspire others • Go above and beyond
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Key Areas of Role

Ideally you have at least three years' experience predominantly in facility management or operations, experience and a keen passion in marketing, event management and community development. You will be able to provide evidence of your successes in these areas.

- You have experience in facility management and are confident dealing directly with the Auckland Council maintenance team
- You have experience managing online bookings
- You have experience in developing and implementing a growth and marketing strategy to increase revenue and engage the local community
- You have experience in building and sustaining community relationships
- You have experience in designing fun, engaging social content and are confident using design programs such as Canva.
- You are confident in updating WordPress sites and writing engaging blog posts

Key Accountabilities

- Auckland Council Community Centre Management Agreement – Meeting the expectations and KPIs around reporting to Auckland Council for the facility
- Upper Harbour Local Board Objectives. Align to the local board objectives around the facility and utilisation in the community
- Enable and coordinate a wide range of activities at the facility that meet the wide ranging needs of a diverse community.
- Deliver on the expected levels of service for community access of the facility:
 - Health and Safety
 - Fees and Charges
 - Customer complaints and feedback
 - Opening hours and access
- Financial Management of the facility:
 - Sales and growth objectives
- Delivery on Activation funding KPIs:
 - Design of projects of events that meet funding objectives around activations for the community at the facility
- Ensure all decisions and behaviours are inclusive and embrace diversity across the community, through commitment to social justice, equity and equality.
- Liaise with stakeholders to identify and define requirements, scope and objectives of the facility
- Monitor project progress and handle any issues that arise
- Communication – maintain effective communications with all parties

Relationships External

Establish and maintain effective relationships with key stakeholders including:

- Auckland Council



- Upper Harbour Local Board
- Facility Hirers/ Users
- Local Community Groups
- Funding agencies and sponsors
- Sports Clubs and RSO
- Schools
- Local Business
- Community Volunteers

Relationships Internal

- Harbour Sport Staff
- Harbour Sport Leadership Team
- Harbour Sport Board
- Volunteers

Experience and Knowledge

Essential

- Facility Management of a local community facility
- Good reporting and planning skills
- Financial and budgeting skills
- Sales, marketing and promotion ability
- Good relationship development and management skills
- Awareness and ability to work with volunteers and a variety of levels in the sector
- Ability to Project Manage, plan, promote and implement events.
- A high level of professionalism
- Passion for the local community
- Holds a relevant tertiary qualification
- Experience working with community groups
- Holder of a New Zealand Driving Licence

Desirable

- Have exceptional relationship building skills, accompanied by a high level of emotional and social intelligence
- Experience in planning, managing, and prioritising multiple and competing tasks and projects to meet deadlines and produce quality results
- A high level of verbal and written communication skills, with the ability to engage and communicate effectively to a wide range of stakeholders and audiences
- High degree of energy, motivation and dedication
- Understanding of, and empathy with, people of different ages and cultures.
- Confidence in public speaking.
- Excellent oral and written communication skills.
- Team player
- Highly supportive of organisational values
- A person who values people within and outside the organisation
- Commitment to continuous improvement

Other Duties

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document, and the post holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.