



POSITION DESCRIPTION

HEAD OF VENUES & CITY CULTURE

DIRECTORATE/TEAM	Community Services – Community Resilience & Assets	
REPORTS TO	Executive Director Community Services	
ROLE PURPOSE	<p>As Head of Venues & City Culture, you will play a pivotal role in driving a high-performance culture across all Council-owned venues. You will foster innovation, collaboration, and strategic thinking within your teams, ensuring alignment with the Community Services Team and Executive Leadership Team’s vision. Your leadership will empower staff, embrace continuous improvement, and promote a culture of excellence organisation wide.</p> <p>This role is responsible for the strategic and operational management of all venues owned by the Council. You will ensure these facilities operate efficiently, effectively, and are financially sustainable, while maintaining a strong focus on serving the needs of the Napier community.</p> <p>A key aspect of the role is to lead the business development, marketing, and commercialisation strategies that will support the long-term sustainability of Napier’s venues and city culture. You will ensure that venues become increasingly efficient and business-oriented while preserving their community-centred purpose.</p> <p>You will also work to enhance alignment with shared services, maximise marketing and group benefits for community and clients, and foster regional and cultural partnerships that strengthen Napier’s position as a destination for events and engagement.</p> <p>You will have a critical role in driving a high-performance culture. Your responsibility extends beyond your team—you are expected to foster innovation, collaboration, and strategic thinking across your departments. Aligning with our Executive Leadership Team’s vision, you will empower your people, embrace change, and contribute to an organisation-wide culture of excellence.</p>	
DATE REVIEWED:	June 2025	GRADE: 24

Key Accountabilities

<p><i>What you will do</i></p> <ul style="list-style-type: none"> • Strategic and Commercial Leadership - Lead the development and implementation of integrated strategies and programmes that support venue growth, enhance commercial performance, and align with community and organisational goals. • Facility and Operations Management - Oversee the safe, efficient, and effective operation of all Council-owned venues and facilities. Ensure high standards of service delivery, regulatory compliance, and asset performance through proactive planning and continuous improvement. 	<p><i>What you will bring</i></p> <ul style="list-style-type: none"> • A tertiary qualification in Business Management, Commerce, Operations Management, Sport and Recreation Management, or a related discipline; or equivalent experience. • 12–15 years of proven leadership experience managing large-scale, multi-site venues or facilities, with a strong track record of improving performance, service levels, and operational efficiency. • Demonstrated expertise in strategic planning, programme and project delivery, and operational leadership in venue or facility-based environments.
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- Business Development and Innovation - Identify and lead initiatives to optimise venue usage, increase revenue, and explore new markets and partnership opportunities. Drive modernisation and customer-focused innovation across all venues.
- Stakeholder Engagement and Collaboration - Develop and maintain strong relationships with internal teams, community groups, regional partners, and commercial stakeholders. Ensure venues are responsive to community needs and contribute to positive economic, cultural, and social outcomes.
- Financial Oversight and Performance - Lead financial planning and budgeting for the venues and culture portfolios. Monitor performance against revenue and cost targets, ensure financial sustainability, and oversee investment in operational and strategic development.
- Risk, Assurance, and Health & Safety - Embed robust risk management, assurance processes, and a strong culture of health, safety, and wellbeing across all venues and services under your leadership.

- Strong financial acumen with experience in budgeting, forecasting, financial reporting, and achieving revenue targets.
- Proven ability to build and maintain effective stakeholder relationships across internal teams, communities, and commercial partners.
- In-depth knowledge of risk management, assurance frameworks, and health & safety practices, with experience integrating these into operational environments to ensure compliance and a strong safety culture.

Desired:

- A relevant degree or qualification in Venue Management, Event Management, Business, or similar.
- Proven experience in leading strategic commercial initiatives, managing high-profile public venues, or delivering community-focused programmes in a multi-venue context.
- Excellent relationship management skills, with the ability to build trust and influence across diverse internal and external stakeholder groups.



Our Values

ICE

INTEGRITY:

- We act in a safe, open, honest and transparent manner.
- In all that we do, we can hold our heads high.

COMMUNITY AND CUSTOMER SERVICE:

- We commit to listening to the needs of our internal customers and community and delivering excellence in service.
- We engage in a friendly, trustworthy and respectful manner, embracing cultural heritage and diversity with an open mind.

EXCELLENCE:

As one team we encourage each other to:

- Set consistent standards, while delivering the highest quality service and celebrating success in this, together.
- Care about the safety, wellbeing and the enhancement of ourselves, community and environment to enable all to flourish and prosper.
- Embrace creativity and flexibility in a safe, collegial environment - where each individual's skills are valued and recognised.

What we all do

- Adhere to Council policies and procedures.
- Demonstrate a proactive commitment to a safe working environment to meet the requirements as set under the Health and Safety at Work Act 2015. Refer to appendix one.
- Take all practicable steps to ensure your own and other's health and safety in the workplace.
- Act as an ambassador for our Council, living the council values.
- Develop and maintain emergency preparedness and planning to ensure resources, people, equipment, and materials are in place and lifelines are identified, prioritised, and integrated into the local and regional structure.
- Participate in and undertake emergency management duties as required (CDEM)
- Support the development and maintenance of recovery work streams.
- Attend training as required to maintain the necessary skills to fulfil the requirements of the position.
- Continue personal and professional development through continuous learning.
- Recruit & recommend staff for hire within organisational guidelines
- Commitment to upholding Te Tiriti o Waitangi and its relevance to the role

Additional Information

Delegations

Direct Reports	4
Financial delegation	As per the NCC Financial Delegation Policy
Key Relationships – Internal	External
<ul style="list-style-type: none">• Executive Leadership Team• People Leaders• All Directorates• Civil Defence• Staff as appropriate	<ul style="list-style-type: none">• Commercial sponsors and corporate partners• Creative and cultural organisations• Tourism and hospitality partners• Regional Sports Entities• Legal Professionals• Ratepayers and Residents• Iwi and mana whenua

Role Acceptance

I declare that I have read and understand the above position description in relation to my employment with Napier City Council.	
Signed & dated	