



ChristchurchNZ™

Job Description

Position Title:	Convention Bureau Executive
Reports To:	Convention Bureau Manager
Direct Reports:	Nil
Locations:	BNZ Centre, Level 3 (west), 101 Cashel Street, Christchurch (Head office) GreenHouse, 146a Lichfield Street, Christchurch Visitor Centre, 28 Worcester Boulevard, Christchurch
Status:	Permanent Full-time
Date:	May 2019

ChristchurchNZ **MISSION:** Ignite bold ambition for Ōtautahi Christchurch

ChristchurchNZ **PURPOSE:** Grow the economy for all

Why is this role important?

The purpose of this position is to increase the awareness of Christchurch and Canterbury as a conference and convention destination and increase the number and value of conference and incentive activity in the region. Manage the delivery of on-the-ground experiences for convention bureau partners, and maintain a database of core contacts, ensuring they are regularly communicated with. Identify opportunities to increase length of stay or maximise value from conferences and conventions

What this role is about?

Convention Bureau Coordination, Bids and Enquires	<ul style="list-style-type: none">• Manage all enquiries and leads into the convention bureau and keep accurate records of this activity• Produce domestic conference bids for the city and region and assist with international conference bids as required• Provide input into the development of the convention bureau business plan and implement agreed convention and incentive activity• Provide timely coordination, record keeping, and report writing to support convention bureau function• Organise the Bureau business partner networking, familiarisation trips and site inspections
Marketing and Trade Events	<ul style="list-style-type: none">• Administer and measure key online work such as website, newsletters, and social media in conjunction with the Marketing Manager - Business• Arrange and distribute collateral to conference organisers as required

	<ul style="list-style-type: none"> • Organise trade events and famils including pre-event, representing the Bureau at the event when applicable, and carrying out post-event follow up • Provide support to the Destination and Attraction team as required on other projects and initiatives
Stakeholder Management	<ul style="list-style-type: none"> • Build strong relationships with other convention bureau, tourism business partners, CINZ and the Tourism NZ Business Events unit • Communicate key activity and results with the Business Partner network and other external stakeholders as required • Manage the convention bureau client and business partner database • Be a Christchurch Narrative 'brand champion', aiming to align the visitor experience with the 'place brand' of Christchurch

ChristchurchNZ ways of working

Leadership	<ul style="list-style-type: none"> • Engage with your colleagues in a respectful manner that shows openness, trust and a collaborative spirit • Participate fully in team meetings providing updates on project progress, new developments and other relevant information • Ensure you are well aware of the main ChristchurchNZ strategies and how your work contributes to them • Educate your colleagues on your area of specialisation and how you contribute to the matrix and the ChristchurchNZ strategic priorities focusing on how your work intersects to optimise operational performance • Ensure a culture of safety and wellness is maintained both at work and in any environment in which the organisation could be considered to be operating • Identify and pursue opportunities to ignite bold ambitions
Corporate Responsibility	<p>Stakeholder Engagement</p> <ul style="list-style-type: none"> • In line with and supporting the stakeholder engagement plan, foster genuine, effective and professional relationships with a strong focus on outcomes • Disciplined and regular use of CRM to enable a shared understanding of our stakeholders • Promote a positive and professional image of ChristchurchNZ at all times in accordance with ChristchurchNZ policy <p>Commercial Capability</p> <ul style="list-style-type: none"> • In line with and supporting the Revenue and Partnerships strategy, seek to understand the commercial value of what we do, identify potential commercial opportunities and partner to grow and diversify revenue streams • Act with integrity and aim to over deliver on our commercial agreements <p>Business Systems & Compliance</p>

	<ul style="list-style-type: none"> • Ensure a sound understanding of, demonstrate commitment to and comply with all legislation and company policy relevant to your role and all activities undertaken in that role • Maintain and produce all organisational records accurately, confidentially, and on time utilising the appropriate business systems • Prepare reports in a timely and accurate manner as required • Approve payments and spending in line with the delegated authority associated with this role • Use the Projects & Contracts Management Office pipeline, processes and policies to ensure effective selection and delivery of projects and contracts that are aligned to organisational priorities and deliver value for money <p>Sustainability</p> <ul style="list-style-type: none"> • Maintain a high focus on resource use and disposal to minimise environmental impacts and economic cost • Encourage partners and stakeholders to adopt environmentally sound practices and quality assurance programs <p>Maoritanga</p> <ul style="list-style-type: none"> • Demonstrates commitment to the principles of the Treaty of Waitangi by acting in the spirit of participation, partnership and protection • Considers Maoritanga in all aspects of business, and engages with iwi where appropriate
Health & Safety	<ul style="list-style-type: none"> • Comply with the Health and Safety Policy and processes at all times • Take no action or inaction that may cause harm in the workplace or in any environment in which the organisation could be considered to be operating • Follow safe methods and take no unreasonable risks with your own or any other persons' safety • Report all workplace accidents, incidents, near misses and any potential workplace hazards to the relevant Health and Safety Officer or your Manager • Seek assistance or advice where the safe method of completing a job is not known

Key Relationships/Customers/ Clients

Internal Relationships	Nature of the Relationship
All ChristchurchNZ staff, contractors and interns	Working in collaboration to achieve business objectives
External Relationships	Nature of the Relationship
External relationships are expected to evolve and change frequently for roles in ChristchurchNZ due to the nature of the organisation.	Stakeholder engagement and service delivery to achieve aligned outcomes

Qualifications, Knowledge and Experience specification

Tourism industry or related experience required
Substantial experience meeting and exceeding customer needs developing and sustaining productive customer relationships
Proven experience identifying opportunities and taking action to build relationships to help achieve business goals
Accountability for actions and performance of self, exercising control in establishing priorities, and scheduling to maximise time appropriately
High level of attention to detail in all tasks
Ability to handle a changing work environment and be flexible and adaptable as required
Intermediate skills in MS Office
Ability and desire to work collaboratively across the ChristchurchNZ organisation

General

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform to contribute to the overall success of the organisation, if asked to do so.