

POSITION SUMMARY

TITLE:	Venue Manager	REPORTS TO:	Deputy Pavilion Director
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KEY DELIVERABLES

- Develop and implement strategies and content to ensure the Pavilion's Front-of-House (FOH) operational areas work to achieve Pavilion objectives
- Ensure that USA Pavilion Youth Ambassador rosters are equitably prepared to meet the needs of Pavilion activity
- Ensure all FOH and Back-of-House (BOH) operational preparation, presentation, and service delivery is of the highest standard
- Staff briefings are conducted consistently, on time, and feature information to support operational excellence
- Deliver effective team performance including managing conflict in a timely manner
- Initiate appropriate response required for various pavilion scenarios, especially in relation to first aid and evacuations
- Communicate Occupational Health & Safety (OH&S) practices, policies, and procedures to operational teams and ensure full compliance
- React to a constantly changing environment with consistent professionalism and composure
- Develop a holistic understanding of Pavilion operations and work collaboratively with all departments and teams
- Maintain a flexible, cooperative, and professional approach to meeting USA Pavilion and TVG objectives and working with USA Pavilion and TVG management, staff, and stakeholders
- Ensure delivery of all communication, service, administration, and reporting is to the highest standard and fulfills the expectation of Pavilion management
- Ensure compliance with Expo 2020 policies, procedures, regulations, and customs
- Sustain a high standard of customer service when interacting with all Pavilion personnel, visitors, suppliers, contractors, and stakeholders

KEY RESPONSIBILITIES

Operations

- Ensure that venue-wide operations are executed in accordance with established policies, procedures, and protocols
- Ensure that operational teams work collaboratively to achieve USA Pavilion objectives
- Create and disseminate well-planned rosters that consider operational imperatives and Pavilion demands
- Conduct daily shift briefings to ensure that individuals start their shift well presented and well informed
- Ensure that FOH Team Leaders are managing their teams according to Pavilion standards, including conducting regular welfare checks, actioning shift rotations, and providing adequate breaks
- Ensure that the USA Pavilion is "venue ready" at all times in regard to actioning emergency procedures
- Coordinate additional training as required to ensure a high level of compliance and consistency in performance across Pavilion operations
- Support the FOH Team Leaders and Youth Ambassadors in delivering their positions' responsibilities
- Liaise with other Pavilion departments on day-to-day matters to ensure the fully integrated and smooth delivery of Pavilion activities
- Undertake the responsibilities and tasks of Direct Reports, as required

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Visitor Experience

- Ensure FOH Team Leaders and their teams are motivated to greet, engage, and direct every visitor to the Pavilion with high energy and professionalism
- Adopt a hands-on approach to supporting the Youth Ambassador teams by spending time in the public visitor experience supporting Youth Ambassadors, engaging visitors in a consistently polite, friendly, and welcoming manner, and answering questions from Pavilion visitors
- Provide expert crowd management advice and supervision, e.g., maintaining order in queues, facilitating comfortable and constant visitor movement throughout the Pavilion experience
- Assess and manage daily challenges with good judgment, including identifying when support is required
- Participate, and at times host, Pavilion tours for invited guests, groups, or visitors, as required

Leadership

- Establish and conduct regular team meetings to ensure that individuals are motivated to fulfill their positions' responsibilities professionally, ethically, and with a commitment to positively representing the United States at Expo 2020
- Ensure that information is effectively, accurately, and respectfully shared
- Ensure Pavilion policies and processes are in place and adhered to across all Pavilion activities, including appropriate meeting management
- Demonstrate a strong commitment to change in a high performing culture, implementing standards of excellence and a continuous improvement business focus
- Support Pavilion management to deliver overall Pavilion objectives
- Support the Deputy Pavilion Director and Pavilion management as required
- Contribute to a positive Pavilion team environment

Occupational Health & Safety

- Adopt an approach of full ownership relating to the Pavilion's safety and emergency procedures, including completing regular audits and checks to ensure that the Pavilion is fully compliant with all local and Expo laws and legislation
- Administer first aid to Pavilion visitors as required
- Maintain the Pavilion first aid supplies according to policy, procedure, and best practice

General

- Work cooperatively with all USA Pavilion teams to contribute to a highly engaged and service-oriented team
- Embrace an ever-changing work environment in order to deliver positive outcomes for the Pavilion
- Support and promote a strong safety culture by ensuring all work activities are performed in compliance with the Pavilion's Health and Safety Policy
- Reinforce and promote the principles of equal employment and diversity in the workplace by ensuring that all employees and stakeholders are treated with dignity and respect
- Be familiar with policies and procedures relevant to this position and workplace
- Undertake general duties as required