

CUSTOMER WAY TRAINING ADVISOR



REPORTS TO	LOCATION	DIRECT REPORTS	GROUP
Customer Way Operations Director	Auckland, Wellington, or Christchurch	0	Export Customers

“Our purpose is to grow companies internationally – bigger, better, faster – for the good of New Zealand”

“Tā mātau whai kia whakakaha kamupene – kia nui ake, kia pai ake, kia tere ake – mō Aotearoa ngā whiwhinga”

WHY IS THIS ROLE IMPORTANT? | TE MANA Ō TE MAHI?

The Customer Way is our operating model and ensures we have an aligned way of delivering value to customers. Over the years, the Customer Way has evolved and as we look to the future, the Customer Way will need to be enabled by the efficiency and power of AI and other digital technologies.

As the Training Advisor focused on Customer Way, you will be responsible for embedding and measuring the impact of your learning solutions. Informed by best practice as you partner with our Learning & Organisational Development (LOD) team, these solutions will shift us away from relying heavily on the creation of static content and moving towards peer to peer and experiential learning experiences that ultimately embed lasting change behaviours.

Our global people leaders for the customer teams, will look to the tools you create to support and empower them to lead out change and lift capability of their front-line team. Using a leader led training approach, you'll develop modules, content and experiences that they can lead out by themselves.

WHAT'S THE ROLE ABOUT | TE NGAKO Ō TE MAHI?

The most important work of this role is to...

- Create and maintain a suite of tools, modules and content that will enable our front-line teams to execute the Customer Way
- Work with your colleagues in the CW team, and our LOD partners to look ahead at emerging training requirements
- Partner with our Learning and Organisational Development experts to lift capability of the front line with best practice
- Build close relationships with our people leaders so they feel empowered and enabled to lead high performing, front line teams
- Ensure that all internal Customer Way ways of working, tools, systems, training, key business processes, and collateral remain relevant and are championed across the Customer Team and partner with other cross functional stakeholders to share this knowledge.
- Leverage data to identify quality issues early, and identify where training can support the consistent, high quality execution of the Customer Way.

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Success in this role means:

- Enabling our people leaders and front-line teams to execute the Customer Way to a consistent, high quality
- Shifting away from pushing out static communications and content, towards creating more everlasting, deeply engaging learning experiences
- Front line teams and people leaders can take agency over their learning through relevant foundational assets such as Customer Way hub, newsletters and a suite of learning modules.

WHAT CAPABILITIES ARE NEEDED TO SUCCEED | Ō PŪKENGA?

- Learning and Organisational Development capability – Understands LOD principles, and can apply those to create learning experiences
- Organised – Manages multiple tasks and priorities efficiently, self-motivated, reliably meets high standards under tight deadlines, and escalates when conflicting priorities threaten timely completion.
- Customer-focused - A proactive approach with the customer at the heart of everything they do, identifying the underlying causes of issues, and can problem solve. Excellent attention to detail.
- Innovative – able to think outside the box, delivering innovative ways in which we might significantly lift learning experiences and provide 'moments of delight.'
- Flexible – Proactively manages multiple priorities, adapts to change, removes obstacles, and makes effective decisions even with incomplete information.
- A problem-solver - Has initiative, is forward thinking and decisive with decision making while staying cool under pressure. Gets to the root cause when things don't go to plan and recommends actions to close the gap.
- Digitally savvy – easily understands key digital platforms at NZTE and how these and new digital technologies can improve experiences.
- Collaborative – recognises the value of working together as a team with wider stakeholders to deliver improved outcomes

Our characters | Ō mātou uara

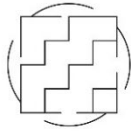
- **Ambition drives us** – Our ambition for our customers is high, and we always rise to the occasion. We help meet their business expectations by expecting greatness of ourselves.
- **Adventure teaches us** – Experimentation is more powerful than perfection, as only through learning from our missteps can we truly succeed. That's why 'giving it a go' is the best way to learn.
- **Honesty frees us** – We explore challenges with an open mind. Only when we ask questions and truly listen can we discover the right way forward.
- **Trust binds us** – Our people may be worlds apart, but it's trust that holds us together. Growing a nation is only possible when we keep promises and honour commitments.
- **Manaaki is us** – We celebrate the mana (strength and dignity) of each other as being equal to or greater than our own. We strive to enhance mana in everything we do through our hospitality, generosity and mutual respect.

It's when these five characters work together that we truly become One Global Team – that's the real superpower of our organisation and how we achieve so much for our customers.

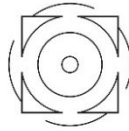
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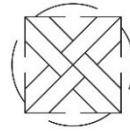
AMBITION
Drives us



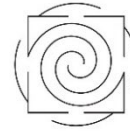
ADVENTURE
Teaches us



HONESTY
Frees us



TRUST
Binds us



MANAAKI
Is us

How we lead at NZTE | Ā mātou kawenga ki Te Taurapa Tūhono

Leadership at NZTE takes a broad definition. We see leaders as those who lead others. That can include formal people leaders, leaders through influence or those who are leading our customers. At NZTE we define leadership as *"enhancing mauri to deliver impact"*.

