

# PERFORMANCE AND INSIGHTS LEAD



REPORTS TO	LOCATION	DIRECT REPORTS	GROUP
Director Capital Solutions	Auckland or Wellington	None	Customer Solutions

**“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?

Capital solutions are part of NZTE's wider suite of customer solutions, which leverages our extensive knowledge and global networks to support exporters achieve international growth.

The Performance and Insights Lead plays a pivotal role to ensure that NZTE customers can access value-adding services that support them to fund their international growth.

This will involve supporting the wider Capital Solutions team to understand opportunities to effectively target our solutions to the right customers at the right time, measure the commercial impact of our solutions and ensure the services integrate effectively to deliver a positive customer experience. By providing data, insights, research, and strategic support to the team, you will inform strategic decision making and drive continuous improvement to enable high performance and customer impact.

This role also plays a critical role to enable the performance of the International Growth Fund (IGF). Reporting on pipeline, progress of cases and monitoring of IGF milestones and outcomes, this role will ensure essential reporting is of a high quality, drive innovation in our processes and provide confidence and insight into the performance and management of the fund.

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

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

- Analyse and interpret qualitative and quantitative data and customer financial information to provide actionable insights that drive strategic decision-making and improve overall performance of NZTE solutions
- Be a key advisor to the Director Capital Solutions, aligning the work of the team to NZTE's strategic priorities and operating model
- Be the data owner in the Capital Solutions team, ensuring that IGF and solution data is robust and delivers to the expectations of NZTE's data strategy
- Develop and maintain operational reporting to assess solution demand, progress on pipeline, portfolio performance, IGF claims efficiency and expense forecasting, identifying bottlenecks and opportunities for future improvements
- Work closely with Capital Solution Managers, IGF Specialists and IGF Advisors to enable better visibility of the portfolio, identifying opportunities for the team to deliver more value and accelerate customers
- Develop and lead the process to automate and streamline the management and reporting of project and portfolio Direct Economic Impact (DEI) and other impact measures.

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- Prepare operational and governance level reports for Director/General Manager (GM)/Board, including support to deliver presentations and/or data as and when required.
- Collaborate with and support the NZTE Finance team with IGF programme including forecasting, internal and external reporting, appropriations and budget.
- Oversee team workflows, prioritisation and allocation of work and track KPIs, including follow up on overdue/slow moving actions/deliverables.
- Produce thorough and well-organised reports, presentations, and graphics to summarise and explain IGF findings and their implications. Including insights and analysis by sector, market and business type
- Drive innovation by harnessing AI to continuously improve efficiency and customer outcomes

## **Success in this role means:**

- Research and analytics – Ensuring accuracy in all information analysed, commerciality of findings and innovation in methodology.
- Collateral and Reports – The creation and curation of collateral and the production of quality reports.
- Outstanding delivery – You bring value to Customers and NZTE people by providing a world-class service.
- Continuous improvement - Continuously monitor and evaluate portfolio performance to identify bottlenecks and opportunities for future improvements, and implement strategies to address them and lift performance
- Accountability: A sharp focus on accuracy and timeliness of delivery, the effectiveness of performance improvement initiatives, and the overall satisfaction of stakeholders

## **WHAT CAPABILITIES ARE NEEDED TO SUCCEED | Ō PŪKENGA?**

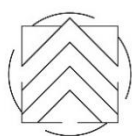
- Strong analytical, strategic and interpersonal skills, with a commitment to professional and customer service excellence.
- A proactive working style and be a self-starter with the ability to deliver to deadlines.
- Strong communication skills, including technical writing skills and an ability to present findings in a clear manner.
- Ability to work with structured and unstructured data, familiar with SQL to access the grants database and grants system.
- Advanced spreadsheet and data manipulation skills. Experience with data visualization tools such as Tableau or Power BI is preferred.
- Proficiency in the use of the suite of MS Office software, including PowerPoint and functional skills in Microsoft CRM.
- Sound knowledge of financial principles including accounting methodology, financial modelling and funding structures with experience across both commercial and public sector preferred. Able to interpret financial statements and data to enable commercial decision making and effective collaboration with stakeholders.
- Strong understanding of the International Growth Fund (IGF), which includes comprehending the fund's intent, eligibility rules, and the obligations related to delivery and performance. This foundational knowledge ensures that each member can effectively contribute to the team's objectives and uphold the standards expected in managing and executing IGF initiatives.
- A tertiary qualification in Finance, Economics, Commerce or Accountancy is a preferred or experience in Corporate Finance, financial analysis or strategic financial planning.

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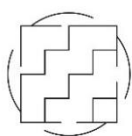
## Our characters | Ō mātou uara

- **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.

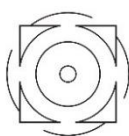
It's when these five characters work together that we truly become One Global Team – that's the real superpower of our organisation and how we achieve so much for our customers.



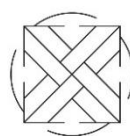
**AMBITION**  
Drives us



**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"*.



NZTE is committed to uplifting the mana of Māori as tāngata whenua and recognises Te Tiriti ō Waitangi/ the Treaty of Waitangi as Aotearoa's founding document.