

# REGIONAL OPERATIONS MANAGER



REPORTS TO	LOCATION	DIRECT REPORTS	GROUP
Regional Director Ringatohu Ā-Rohe	Various	Dependent on location	International

**“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 purpose of this role is to provide a smooth and efficient operational platform for the region, enabling our people to deliver deep commercial capability to our Customers to achieve their internationalisation goals. You play a strong role in the regional leadership team to influence and affect change.

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

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

- Be responsible for the overall finance function for the region, including budgets, reporting, controls, systems and audits.
- Ensure operational excellence in all other areas including facilities & asset management; legislative compliance; health, safety and wellbeing; contractual management and procurement; business continuity and IT upgrades.
- Support Office Managers to deliver exceptional operational services to their respective offices and the region.
- Support the region through intelligent planning. Understand their key priorities, activities and challenges to provide insight (and reality checks!) to our leaders.
- Provide strategic input and accurate information management to enable effective decision making at the leadership level, this includes managing the region's performance reporting.
- Lead and coach regional leaders and other support roles to ensure they are working with Internal Partners to deliver operational excellence.
- Work with Internal Partners, Regional Directors, Trade Commissioners & Office Managers to ensure that NZTE operations and 'The FinePrint' are understood, aligned and deliver operational excellence.
- Collaborate with the Director Operations and Business Improvement to identify, support and implement business improvement projects, to ensure momentum for change and improvements are embedded.

### And relationships that are key to this role are...

- Work closely with the Regional Director and Trade Commissioners to ensure that they are free of operational responsibilities and can concentrate on delivering excellent customer service.
- Maintain a strong connection point with the Internal Partners team to deliver.

# REGIONAL OPERATIONS MANAGER



- Establish and maintain collaborative and effective relationships with operational groups across other regions, NZ Inc. and wider NZTE stakeholders.
- Work collaboratively with the wider International Operations Team and Internal Partners to inform decision making at an international and organisational level and ensure delivery of operational effectiveness.

## Success in this role means:

- Trade Commissioners and Regional Directors are supported through the provision of intelligence to enable our teams to perform and inform decision making at a strategic level.
- You have an in-depth understanding of NZTE's purpose, performance metrics and how operational excellence will contribute to our Customers success.

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

- **Outstanding financial skills** – reporting, management, budgeting and highly experienced in management. Please note a Finance degree or CA qualification is preferred in regions where there is a Finance Manager role. For regions with no Finance Manager – AUSPAC and LATAM – a CA qualification or equivalent is mandatory.
- **Operational excellence** – understands and experienced in implementing systems and knowledgeable about future trends to implement continuous improvement.
- **Strong planning and reporting skills** with an ability to turn data into meaningful insights.
- **Be great at working through influencing** – skilled at working across organisations, and can motivate and lead a geographically dispersed team to be united in the way they work.
- **Highly organised and planned** – is able to work effectively within NZTE's systems and operating model to deliver results.
- **Fosters collaboration** – skilled at being able to leverage internal relationships to create results-working collaboratively as part of one global team.
- **Breadth of experience** – had exposure across a breadth of operational functions, plus the experience and capability to operate autonomously and independently, while being aligned to vision and great commercial acumen to give greater effectiveness to our regions.
- **Proactively consulting** – with relevant internal partners/agencies to ensure we are meeting our requirements with regards to employment, finance and taxation in the various jurisdictions.

## And we achieve these through great leadership behaviours | e pahawa ai ēnei mā ngā mahi rangatira...

- **You'll be ambitious for NZTE and your team** – Constantly challenging yourself and others, inspiring people and supporting them to drive for results and using great coaching to spark great performances.
- **Learning through being adventurous** – Exploring possibilities and challenging norms, learning from making mistakes, testing and retesting for the best solutions and accepting that perfection isn't necessary.
- **Valuing honesty** – Listening deeply and asking insightful questions, receiving and giving constructive feedback, having brave conversations and creating an environment which supports honesty.

# REGIONAL OPERATIONS MANAGER



- **Creating trust in how you lead** – Building strong relationships with your team and others, giving people accountability and hold them to it, empowering people to find solutions and following through on promises
- **And fostering Manaakitanga** – Championing each person's strengths and successes, valuing diversity, welcoming all people and perspectives and cultivating a culture of safety and wellbeing

# REGIONAL OPERATIONS MANAGER

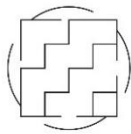
## Our characters | Ō mātou uara

- **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.

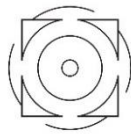
It's when these five characters work together that we truly become One Global Team – that's the real superpower of our organisation and how we achieve so much for our customers.



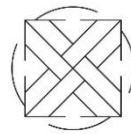
**AMBITION**  
Drives us



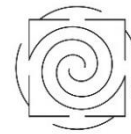
**ADVENTURE**  
Teaches us



**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.**