

Māori Customer Capability Lead

Kaiārahi Āheinga Kiritaki Māori



DREPORTS TO	LOCATION	DIRECT REPORTS	GROUP
Director Customer Capability Hautū Āheinga Kiritaki	Auckland	Nil	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?

At Te Taurapa Tūhono (NZTE) our people are everything. We recognise the inherent value that Te Ao Māori brings to our country and the world, and this role is critical to growing this understanding. This role is at the forefront of growing Māori businesses internationally, bigger, better, faster for the good of New Zealand. You are responsible for implementing a programme of work to tailor and create capability building solutions fit for purpose for Māori businesses, and make a difference to their international growth, growth of the Māori economy and the New Zealand economy.

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

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

- Grow Māori customer confidence and capability to export internationally through planning and delivering a programme to build and tailor scalable solutions. Customer-centered research and service design work is currently underway, which will provide the blueprint for this work.
- Collaborate with internal teams to secure resources and build partnerships that enable expert delivery, ensuring the channel has what it needs to deliver to a high-quality customer experience.
- Utilise your specialist Māori cultural and commercial know-how to influence the development of these solutions to ensure they are fit for purpose and will add value to Māori customers.
- Lead the communication within NZTE so our Customer and International teams are clear on what we are offering, how to access it and the why behind it all.
- Ensure Māori customers experience Te Taurapa Tūhono | NZTE as one global team, working together seamlessly to deliver great outcomes.
- Scope the development of the Māori cultural support service for wider NZTE customers.
- As a member of Te Pora Māori (Te Taurapa Tūhono | NZTE's specialist Māori Business Group), support and continue lifting the Māori capability of One Global Team through key programme deliverables.
- Measure, articulate and extract insight about the impact that the programme is having on customers.

And relationships are key to this role to...

You need to continue to develop and build a strong network of engaged stakeholders and virtual team members. Including:

- Grow relationships within and actively contribute to Te Pora Māori team,
- Build and leverage NZ Inc and Māori Inc networks for the benefit of customers and the greater good.
- Develop collaborative working relationships across the Customer Capability team to enable knowledge sharing, team problem solving and a joined-up approach to delivering impact to customers

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- Partner across customer facing teams and wider Customer Solutions Group.
- Build and leverage NZ Inc and Māori Inc networks for the benefit of customers and the greater good.

Success in this role means:

Delivering outstanding results for our Māori customers; by

- Creating highly impactful capability solutions, including the tailoring of existing solutions
- Developing an offer which is simple and easy to understand, effective across multiple formats and provides the platform for exporters to build from as they strive to grow internationally.

WHAT CAPABILITIES ARE NEEDED TO SUCCEED | Ō PŪKENGA??

Our ideal candidate will have...

- **Demonstrable skills in te reo and tikanga Māori** – confidence and capability to practice te reo and tikanga Māori as part of your work with customers and colleagues, including experience of marae protocol and Māori business protocols.
- **Matauranga Māori expertise** – skills and experience in applying kaupapa Māori approaches to work as well as knowledge of Te Tiriti o Waitangi and its principles.
- **Māori economy acumen** – knowledge and understanding of the unique characteristics of the Māori economy, Māori ownership structures, and how Māori businesses balance a range of competing outcomes.
- **Relationship Builder** – Deep listener, who takes time to really understand our Māori customers and their unique perspectives. Skilled at building and continuously growing strong trusted relationships.
- **Flexible** – Able to be proactive and reactive all at the same time, managing multiple priorities and eliminating roadblocks without being knocked off balance by the unexpected. Can effectively cope with change, can decide and act without having the total picture. Ability to be self-directed and motivated, counted on to get the job done among tight and competing deadlines.
- **Outstanding communicator** – Able to tell a powerful, persuasive and inspiring story that captures the audience – whether told verbally or in writing.
- **Autonomous** – Ability to be self-directed and motivated, can be counted on to get the mahi done despite tight and competing deadlines, works comfortably in the grey – finding opportunity inside the agreed framework and deploying great judgement on the job.
- **Good understanding of NZTE** – Is able to work effectively within NZTE's systems and operating model to deliver results – particularly with international counterparts.

And we achieve these through great team behaviours | e pahawa ai ēnei mā ngā whanonga rangatira kapa...

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.

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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.

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