

# EXTERNAL PARTNERSHIPS ADVISOR



| REPORTS TO                     | LOCATION   | DIRECT REPORTS | GROUP                         |
|--------------------------------|------------|----------------|-------------------------------|
| Director External Partnerships | Wellington | Nil            | Strategy, People and Partners |

**“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 NZ Inc team leverages strategic relationships with internationally facing agencies for the benefit of NZTE's customers. We do this by providing input into NZ Inc activity and policy that will impact our customers. We also give guidance to customers – via their Customer Manager– about how and who can resolve commercial enquiries that are beyond NZTE's mandate.

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

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

- Develop and maintain influential networks and strong relationships between NZTE and NZ Inc stakeholders as well as with relevant government and economic development agencies, chief executives and senior management contacts.
- Proactively address relationship issues and generate collaborative solutions to add value.
- Create an inclusive, collaborative one-team approach to ensure work and engagement with NZ Inc Partner stakeholders are informed, organised, professional and value adding.
- Respond to customer queries, which involves talking to the Customer Managers to uncover the key issues, liaising with the right counterpart at other agencies, and subsequently providing solutions to the Customer.
- Create and maintain Customer details in CRM for NZTE use and continue to use the NZ Inc team's systems to draw insights about where to prioritise and focus your efforts.
- Maintain the flow of information to Customer Managers about particular customer learning events, such as Immigration seminars.
- Organise and chair regular NZ Inc 0800 meetings – these are with the export help and/or business support teams at Customs, MPI, MBIE, MFAT and Export Credit.
- Work with Customer Managers during the customer discovery phase to identify NZ Inc issues that the customer may face along their journey. For example a Tech company may need expertise and skills from outside NZ (Immigration), Food & Beverage customers need to be aware of market access requirements (MPI), Manufacturers may need MFAT for tariff barriers, etc.
- When required, create collateral to support Customer Managers with NZ Inc questions. For example – top 3 things to know if your customer is in X sector, targeting X country; i.e. regulatory requirements for Indonesia.
- Sharing knowledge/insight sharing to customer teams.
- Demonstrate and model a high degree of professionalism and strategic leadership across the NZ Inc. system, consistent with NZTE commitment to “making NZ Inc. work”.

- Provide support to the Director, External Partnerships and contribute as a member of the wider Strategy, People & Partners Group to deliver insights and information to NZ Inc partners and source insights from across NZ Inc to inform NZTE strategy

## Success in this role means:

- The ability to gain trust and confidence of external stakeholders, through relationship building, networking, and active communications.
- Being part of a team which builds strong internal alignment across NZTE functions in support of NZ Inc. priorities.
- Role model and champion NZ Inc. as a way of working, advocating for collaboration and understanding the drivers and priorities.
- Ensuring customers and NZTE Customer Teams are able to easily access the NZ Inc expertise, networks and knowledge that they need to grow.

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

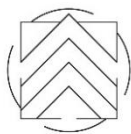
- **Relationship builder and connector** – able to develop and maintain trusted relationships and interact with key influencers and decision-makers. Actively looks for and creates opportunities to connect people so they can learn from each other. Can provide insight, and advice, and drive dynamic discussions at senior management level by “doing what you say you are going to do”. Skilled at building and leveraging internal relationships to a trusted level to create results for customers.
- **Leader and influencer** - able to lead team members and colleagues to identify priority opportunities and to ensure delivery across NZTE teams. Provides and model leadership across NZ Inc to drive common understanding and collaboration between agencies
- **Strategic thinker** - able to contribute actively to NZTE’s ongoing strategy development through their knowledge and networks available across NZ government. Develops and sets a strategy for the NZ Inc team that contributes to the wider strategic objectives of NZTE
- **Great at reporting** – can clearly articulate messages across informal and formal communication channels, with a skill in clear, simple, meaningful messages.
- **Outstanding communicator** – able to tell a powerful, persuasive and inspiring story that captures the audience. Engages effectively, with tact and diplomacy with leaders of industry, business and government to achieve planned outcomes.
- **Fosters collaboration** – skilled at being able to leverage internal relationships to create results– working collaboratively as part of one global team.
- **Great at prioritising** – spends time on what’s important; zeros in on the critical, eliminates roadblocks; creates focus for self and team.
- **Commercial acumen** – experience working in issues and risk management in both public and private sector plus experience and understanding of the political environment is ideal.
- **Extras** – experience in issues and risk management in the public and private sector and an understanding of relevant public sector legal, political and economic systems and processes.

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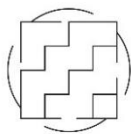
## Our characters | Ō mātou uara

- **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.

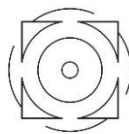
It's when these five characters work together that we truly become One Global Team – that's the real superpower of our organisation and how we achieve so much for our customers.



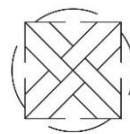
**AMBITION**  
Drives us



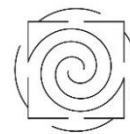
**ADVENTURE**  
Teaches us



**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*".

