

REPORTS TO	LOCATION	DIRECT REPORTS	GROUP
Director Operations, International	NZ, Auckland preferred	Nil	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?

As the Operations Advisor, you'll be responsible for creating, upholding and maintaining internal ways of working, information and collateral to ensure our International team have up to date information on how to consistently apply processes, products and tools. To provide quality, reliable and accurate data.

You'll be key in supporting and creating a great employee experience through a continuous improvement approach and delivering operational excellence.

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

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

- Be the champion for embedding the Customer Way across International by ensuring it is understood, implemented consistently, and recommending areas for improvement in training and support.
- Proactively look for and action ways to continuously improve our processes, tools and ways of working.
- Lead and contribute to change projects across International as defined by Director Operations - International and GM International.
- Manage key stakeholder relationships on projects, ensuring updates are shared regularly, actions and information requests are followed through in a timely manner and any issues that arise are escalated early for resolution.
- Responsible for planning and transitioning project outcomes to BAU activity, including ensuring there is a clear implementation plan to embed the change required.
- Collaborate with organisational leadership teams to deliver projects that have cross functional work programmes.
- Co-ordinate and maintain key group data to ensure communication channels are fit for purpose.
- Lead and contribute to the ongoing implementation and maintenance of the iPlans process and associated programmes.
- Responsible for ensuring training materials for International and key information are developed and kept up to date in collaboration with other times i.e., Learning and Development.
- Writing, updating and maintaining key content on ONE, to ensure consistency, relevancy and information is easy to digest.

- Manage the International component of kia kaha programme, pre arrival logistics and programme management.
- Manage the Information Management maintenance programme of work for International. To uphold and safeguard our processes, information storage and tools to ensure our ways of working across international are effective and efficient.
- When required, step in to represent the Operations Director International.
- Develop effective and collaborative working relationships (including a strong team culture) with the wider Export Customer operations team.
- Develop fantastic relationships with other NZTE teams in New Zealand and internationally as one of the 'faces' of Operations International.
- Collaborate and align with other NZTE teams to build connections where appropriate on key pieces of work.
- Collaborate with the Export Customer Team, Customer Solutions Group, to ensure alignment of key processes and programmes.

Success in this role means:

- Operational excellence by way of clear processes and practices for International ways of working
- Projects are successfully delivered according to International team business needs.
- Excellent collaboration and working relationships are maintained with relevant teams.

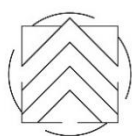
WHAT CAPABILITIES ARE NEEDED TO SUCCEED | Ō PŪKENGA?

- A strong collaborator – skilled at being able to develop and maintain trusted relationships, working collaboratively as part of one global team.
- Able to continuously improve and simplify complex systems and processes, making things easier for our people.
- Able to manage multiple needs, priorities, and expectations to deliver to a high standard.
- A strong “maintainer” with exceptional attention to detail and takes pride in maintaining and ensuring data and content is up to date and presented clearly and articulately.
- A problem solver that's adept at identifying the root cause of problems and developing and testing solutions.
- Ambitious for NZTE and your team constantly challenging yourself and others.
- Learning through being adventurous, exploring possibilities and challenging norms, for the best solutions and accepting that perfection isn't necessary.
- Valuing honesty by listening deeply and asking insightful questions, receiving, and giving constructive feedback, having open conversations, and creating an environment which supports honesty.
- Creating trust by building strong relationships and following through on promises.
- Fostering Manaakitanga by championing and valuing diversity, welcoming all people and perspectives, and cultivating a culture of safety and wellbeing.

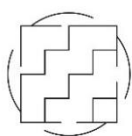
Our characters | Ō mātou uara

- **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.

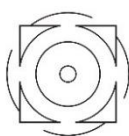
It's when these five characters work together that we truly become One Global Team – that's the real superpower of our organisation and how we achieve so much for our customers.



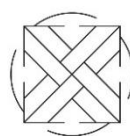
AMBITION
Drives us



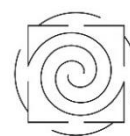
ADVENTURE
Teaches us



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.