

GLOBAL RELOCATION & EXPERIENCE MANAGER



REPORTS TO	LOCATION	DIRECT REPORTS	GROUP
Director People Advisory & Talent	Wellington	N/A	Strategy, People & 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 Global Relocation & Experience Manager leads NZTE’s global mobility system with clear end-to-end accountability for global mobility outcomes and risk across NZTE, owning the expat and family relocation experience.

- Own global mobility outcomes and risk across NZTE, accountable for the end-to-end relocation, induction and repatriation experience, and for making sound, defensible judgement calls when policy, ITCs, wellbeing, cost and reputational considerations pull in different directions.
- Set and evolve NZTE’s global mobility strategy and operating model, including decision rights, escalation pathways, roles, and information flows so global mobility works at scale and does not rely on workarounds or individual judgement.
- Own end-to-end induction experience design and continuous improvement, while operational delivery continues through existing Operations and Market roles. Over time, simplify, clarify and redesign induction, with scope for greater ownership to transition as the model matures.
- Act as NZTE’s senior mobility authority and key NZ Inc partner for immigration, visas and diplomatic status, providing interpretation, guidance and final calls where requirements are complex, unclear or high-risk.
- Design and embed scalable systems and experiences, including digital workflows, automation and AI-enabled tools, that provide transparency, reduce manual effort, strengthen compliance and materially reduce organisational risk.
- Design, implement and continuously refine a cohort-based relocation and onboarding approach, applying cohorting where it adds value to planning, consistency and demand smoothing, while retaining market-specific flexibility.
- Provide advisory coaching to senior leaders, GM International, ROMs and Market stakeholders, enabling confident, consistent application of ITCs, expense decisions, landing-pad choices and practical mobility judgement calls.
- Own and manage key external partnerships and vendors, negotiating value, setting clear performance expectations, and resolving issues to improve experience, cost control and risk outcomes.
- Develop and maintain high-quality mobility playbooks and experience guidance, ensuring expats and families receive clear, timely, practical information that supports confident decision-making and reduces overwhelm.

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Success in this role means:

- Expats experience a smooth, supported and high-quality relocation and repatriation journey, even where circumstances are complex or constrained, because issues are anticipated early, trade-offs are clearly explained, and decisions are made with confidence, empathy and sound judgement at every stage.
- Cohort-based relocation and onboarding delivery is embedded and operating effectively, requiring prioritisation, sequencing and resolution of competing demands to enable forward planning, consistency and the smoothing of workload peaks.
- Automation and digital workflows materially reduce manual effort and ambiguity, providing clear, real-time transparency across the relocation experience lifecycle and enabling faster, better-informed decisions by assignees, leaders and People teams.
- A single, clearly accountable owner is accountable for global mobility outcomes and risk, with decision rights well understood and consistently exercised. The role makes judgement calls in high-stakes, ambiguous situations, resolves tension between stakeholders, and drives clear, defensible outcomes.
- Global mobility policies, including International Terms & Conditions, are compliant, consistently interpreted and pragmatically applied, balancing policy intent with real-world scenarios to reduce ambiguity, manage risk and support fair, defensible outcomes.
- Mobility data, feedback and lived-experience insights are actively used to inform judgement-based decision-making, improving expat experience, programme effectiveness and operational efficiency in the face of incomplete or evolving information.
- NZTE maintains strong, trusted relationships with external mobility partners and networks, underpinned by clear expectations, constructive challenge and confident issue escalation to remain aligned with best practice and host-market requirements.
- Positive expat experience is evidenced through satisfaction metrics, proactive issue resolution and continuous improvement, demonstrating the ability to resolve complex or sensitive situations in ways that strengthen trust, wellbeing and organisational credibility.

WHAT CAPABILITIES ARE NEEDED TO SUCCEED | Ō PŪKENGA?

- Strong judgement and decision-making capability, with the confidence to make timely, defensible calls within policy and International Terms & Conditions, particularly where information is incomplete, stakes are high or stakeholder views diverge.
- Demonstrated experience operating in complex, high-stakes global mobility environments, with proven adaptability and credibility to make judgement calls on uncharted scenarios involving significant people, cost and reputational risk.
- Strong systems thinking and solution design capability, with the ability to create clarity in significant ambiguity and design scalable, sustainable operating models that replace ad-hoc coordination and reliance on individual effort.

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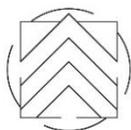


- Proven experience designing and improving complex, end-to-end experiences, including automation, digital workflows and continuous improvement, using AI-enabled tools to reduce ambiguity, manual effort and risk.
- Deep global mobility expertise, including relocation logistics, immigration and visa processes, diplomatic considerations and ITCs, with the ability to apply this knowledge pragmatically to real-world situations.
- Highly effective communication, influence and relationship-management skills, including the ability to explain complex decisions, navigate tension, resolve conflict and maintain trust with expats, senior leaders, People teams and external partners.
- Strong coordination and prioritisation capability, particularly across multi-party relocation, onboarding and repatriation activity, with the ability to sequence work and manage competing demands.
- Strategic and policy capability with a continuous improvement mindset, able to balance policy intent with operational reality, benchmark practice, and design simple, effective solutions that improve experience while strengthening control and accountability.

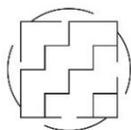
Our characters | Ō mātou uara

- **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.

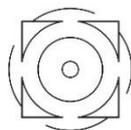
It's when these five characters work together that we truly become One Global Team – that's the real superpower of our organisation and how we achieve so much for our customers.



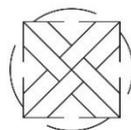
AMBITION
Drives us



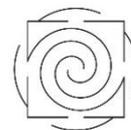
ADVENTURE
Teaches us



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*".

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**NEW ZEALAND
TRADE & ENTERPRISE**
Te Taurapa Tūhono

LIVE THE PURPOSE

ENHANCE MAURI

- We know ourselves and others.
- We nurture diversity, inclusion and belonging.
- We generate energy.



DELIVER IMPACT

- We build high performing teams.
- We anticipate and own change.
- We create clarity.

MODEL THE CHARACTERS