

DELIVERY AND CHANGE LEAD, CUSTOMER WAY



REPORTS TO	LOCATION	DIRECT REPORTS	GROUP
Customer Way Operations Director	Auckland, Wellington, or Christchurch	Nil	Export Customers

“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 Customer Way is our operating model and ensures we have an aligned way of delivering value to customers. Over the years, the Customer Way has evolved and as we look to the future, the Customer Way will need to be enabled by the efficiency and power of AI and other digital technologies.

As the Customer Way Delivery and Change Lead, you will manage and lead continuous improvement projects for CSG/Export Customer/International. Using best practice project management and change strategies, you will ensure a unified approach across workstreams, align stakeholders, and drive ongoing value delivery. You will ensure the Customer Way programme of work is cohesive and considered so that the front line leaders and teams have clarity of priorities. Your role is to implement effective change that delivers benefits, streamlines communication, and reduces front-line challenges around cognitive overload and noise. You are expected to champion change and have strong project delivery skills.

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

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

- Document the Customer Way programme of work to create transparency for front line leaders and teams.
- Project manage and deliver continuous improvement work that impacts the Customer Way, ensuring there is a clear understanding of the problem to be solved or opportunity to be addressed.
- Outline the scope of work to ensure alignment with key stakeholders, map out a clear project plan and deliverables including identifying and mitigating risks.
- Leverage appropriate steering groups to seek decisions or escalate issues. Provide consistent updates to key stakeholders.
- Develop, own and embed the change management plan that sits alongside the projects and workstreams to ensure seamless well-connected delivery
- Work in partnership with Strategy & Programme team and Communications team to leverage NZTE's best practice approach to project management, change and communications.
- Work in partnership with the Customer Way Learning Advisor to help develop the resources and learning to sit along side the project and workstream delivery

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- Build strong relationships across the business from front line teams to leaders, ensuring the Customer Way projects are streamlined, and change is landing appropriately.
- Ensure all project documentation and process is aligned, capturing risks, lessons learnt and status reporting that can be reported to the Director, Customer Way Operations
- Can triage work and help ensure priorities are focused on and responsibilities are clear

Success in this role means:

- Delivery of continuous improvement projects in an efficient and timely manner with a well curated change plan that sits alongside
- Transparent programme of work that is well planned and considers business readiness
- Excellent collaboration and working relationships are maintained with relevant teams.
- Role clarity and decision-making responsibilities are clear to all.

WHAT CAPABILITIES ARE NEEDED TO SUCCEED | Ō PŪKENGA?

- Proven experience in end-to-end management of continuous improvement projects in a global organisation
- Proven experience in Change Management (ideally with a qualification linked to change theory)
- Strong experience in managing multiple stakeholders across various teams, with the ability to influence and guide outcomes
- Experience in Project management methodology and best practice, including broader Programme management capability
- Great interpersonal skills – able to communicate clearly, can create clarity amongst complexity, and can lean into ambiguity and conflict with confidence.
- Adaptable – can work on a variety of business challenges, is flexible and creative, calm when tensions or challenges arise, can pivot to keep pace.
- High emotional intelligence to navigate different stakeholders and their priorities.

Our characters | Ō mātou uara

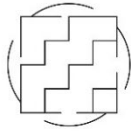
- **Ambition drives us** – Our ambition for our customers is high, and we always rise to the occasion. We help meet their business expectations by expecting greatness of ourselves.
- **Adventure teaches us** – Experimentation is more powerful than perfection, as only through learning from our missteps 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.

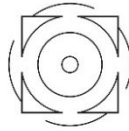
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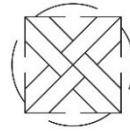
AMBITION
Drives us



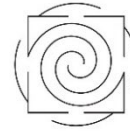
ADVENTURE
Teaches us



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"*.

