

BUSINESS ADVISOR, KAITOHUTOHU PAKIHI



REPORTS TO	LOCATION	DIRECT REPORTS	GROUP
General Manager, Customer Solutions Group, Pouwhakahaere Whānui Urupare Kiritaki	Auckland	Nil	Customer Solutions Group

“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?

This role provides integral advice and support to enable our Customer Solutions Leadership and wider CSG Team to deliver impact for export customers. The purpose of this role is to provide effective and proactive strategic, advisory, team and project oversight to the General Manager and the Customer Solutions Group Leadership Team to scale and create more impact. You will be skilled at process improvement and project management. You will have experience in data projects and be energised by analysing data and drawing insights that can influence both the long term as well as delivering on quick wins to improve customer experience. With a unique, holistic viewpoint, the Business Advisor acts as a key point of contact for CSG and the wider organisation as we continue to evolve our solutions and delivery model.

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

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

- Be a trusted advisor to the GM Customer Solutions:
 - Be the principal business advisor to the GM CSG.
 - Be a valued member of the CSG Leadership Team and provide business advice and support to the GM, assisting in solving operational, strategic and customer issues that emerge from time-to-time.
 - Manage centralised CSG business planning, reporting, measurement and communication across the CSG team.
 - Oversee the CSG team's deliverables within the NZTE Strategy and CSG Work Programme, identifying, communicating and resolving risks and issues; reporting on progress; and working with Directors to develop future actions within that work programme, assessing resourcing to identify capacity constraints and inform prioritisation by bringing transparency of total work programme to CSGLT.
 - Represent CSG in the NZTEs Strategy Operations group, to ensure we maintain alignment with other teams delivering to NZTE's strategy
- Lead work across CSG to define and deliver continuous improvement and to ensure customer solutions align to and are embedded in Customer Way's Discover, Plan,

Perform process, translating our requirements and collaborating with the Customer Way team as required

- Provide project management leadership, developing our internal capability to deliver cross-cutting team projects, ensuring effective collaboration, delivery, and communication at every stage.
- Be the data and information owner for CSG, including;
 - Lead data and information management for CSG, participating in cross-NZTE working groups to make decisions required for our critical data and information
 - Providing business ownership of our data programme of work so that CSG's data and information is of good quality to enable us to deliver on NZTE's strategy
 - Working with Digital and Data to identify and prioritising opportunities to improve our data processes and knowledge management, as well as optimising CSG dashboards and reporting
 - Analysing CSG data to draw insights and supporting the team to take action
- Provide high quality business support to the GM CSG including:
 - Have an in-depth and current understanding of the customer solutions we offer, including an awareness of what is being delivered by our partners
 - Using your understanding of NZTE's strategic work programme, issues and opportunities, advise the GM on where and how to prioritise their time across the different functional areas and work programmes. This will include some diary management, to ensure the most appropriate and effective use of the GM's time.
 - Be the face' when the GM is travelling, being a trusted and collaborative advisor that can be relied upon to keep work moving, identifying the key areas the GM needs to be kept up to date on while they're away.
 - Managing the flow of Information internally and externally for the GM, ensuring they have the right context and information at the right time.
 - Responsible for managing the CSGLT weekly and monthly meetings so the team is spending its time on what matters most. Ensure seamless meeting management and follow through; including design of the agenda, managing logistics and ensuring preparation of all papers and management of follow-up and action.
 - Ensure all Board papers from CSG are delivered on time and are high quality, including providing strategic insights through understanding CSG's work-programme and data
 - Assisting the GM with financial matters including expense management, invoicing, budget reconciliation, forecasting and reporting (monthly/quarterly) and ensure Directors uphold budgeting processes
 - Provide onboarding support for new CSG team members, be the conduit between other parts of the organisation and support consistency in the onboarding process.

Success in this role means:

- Everything around the team runs smoothly and seamlessly because you're one step ahead, thinking about where to focus, joining the dots, facilitating connections and driving action and delivery.
- Being ahead of the game by understanding what's going on around the organisation and bringing awareness to the GM and Customer Solutions Lead Team
- Actively diving into conversations with our leaders to understand roadblocks, issues and/or disputes to come up with a pathway forward.
- Supporting and advising the GM to be successful by proactively ensuring they have what they need to prioritise and deliver.

- Developing effective & collaborative working relationships with the Customer Solutions Team and wider NZTE teams and help build and develop a strong team culture.
- Bringing a digital/data-mindset and knowledge to the CSG Leadership Team.
- Bringing CSG's solutions and strategy to life through storytelling and simple messaging that resonates with CSG and the wider organisation.

WHAT CAPABILITIES ARE NEEDED TO SUCCEED | Ō PŪKENGA?

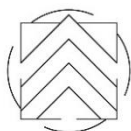
- **Strategic thinker** – Uses data and insights to inform how we prioritise and deliver a focussed work programme.
- **Proactive, growth mindset** – Is curious, actively looking for and creating opportunities ways to improve things and make life easier for the teams they work with. Is a key part of shaping team culture. Stays positive when things don't go to plan and looks for opportunities to learn.
- **Digital mindset** – An advocate for digital as we evolve how we deliver solutions at greater scale and impact.
- **Outstanding communicator** – A natural storyteller with attention to detail and great presentation skills at a leadership level, with the ability to build rapport quickly, and can quickly analyse critical needs. Can adjust personal style as required and tell persuasive stories. A deep listener who can quickly understand what is needed (not just what is wanted). Skilled at having honest conversations and challenging others with confidence.
- **An inspirational leader of people** – brings credibility, mana and powerful leadership strategies to the table along with plenty of their own battle scars and stories.
- **Flexible** – Able to manage multiple priorities and eliminate roadblocks. Can effectively cope with change, ambiguity and decide and act without having the total picture. Able to be self-directed and motivated, counted on to deliver to deadlines.
- **Collaborative** – Includes others on the journey to develop clear options and facilitate decision-making.
- **Simplifier** – Brings clarity to different priorities and processes across the group.

Our characters | Ō mātou uara

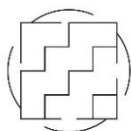
- **Ambition drives us** – Our ambition for our customers is high, and we always rise to the occasion. We help meet their business expectations by expecting greatness of ourselves.
- **Adventure teaches us** – Experimentation is more powerful than perfection, as only through learning from our missteps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

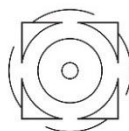
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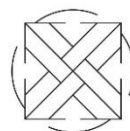
AMBITION
Drives us



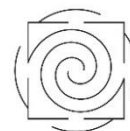
ADVENTURE
Teaches us



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"*.



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.