

# Whakaaturanga Mahi – Job description

Job details	
<b>Job title:</b>	Category Account Manager
<b>Reports to:</b>	Chief Experience and Engagement Officer
<b>Direct reports:</b>	nil
<b>Role</b>	1.0 FTE
<b>Key relationships:</b>	
<i>Internal:</i>	All Enable New Zealand Limited staff and managers
<i>External:</i>	Customers and potential customers Funders/investors and suppliers
<b>Location:</b>	Palmerston North

## Ko wai mātou – Who we are

Our mission is to support disabled people and their whānau to live everyday lives in their communities. We do this by effectively managing access to equipment and modifications for disabled people and their whānau on behalf of the Accident Compensation Corporation (**ACC**) and Disability Support Services (DSS) on behalf the Ministry of Social Development (**MSD**).

## He aha ngā painga ki a mātou – What matters to us most

At Enable New Zealand, we care about making a difference to disabled people and working together as a team.

## He aha te mahi – Role purpose

Proactively develop and build long-term relationships, driving business outcomes as identified in collaboration with people leaders/service managers, investors/stakeholders.

The Category Account Manager role is responsible for managing contract(s); acting as the single point of contact ensuring understanding and alignment between investors/stakeholders and Enable New Zealand teams. This role will lead the development of clear plans for continuous improvement to provide a clear road map for success, as well as providing a robust source of market intelligence to help guide the organisations strategic plans, that will be shared with the wider organisation.



The role will successfully maintain investor/stakeholder relationships by ensuring contract compliance, developing risk mitigation plans, evolving the Enable New Zealand value proposition and tracking investor/stakeholder satisfaction.

## Ngā mahi haepapa – Role responsibilities

Key objectives	Responsibilities
<p><b>Account Management</b> Lead Enable New Zealand’s business development activities through effective planning and analysis of the market opportunities that are aligned with the organisation’s strategic direction and growth aspiration.</p>	<ul style="list-style-type: none"> <li>• Work collaboratively with investor(s) to deliver strategic outcomes.</li> <li>• Identify specific actions, outcomes and targets.</li> <li>• Understand current sector trends with a view to developing new services, products, and distribution channels.</li> <li>• Conduct customer needs assessment and develop a business case.</li> <li>• Develop relevant service delivery models and approaches.</li> <li>• Work with stakeholders to co-design relevant services and solutions.</li> <li>• Use knowledge of the market and competitors, identify and develop the organisation’s unique selling propositions and differentiators.</li> <li>• Maintain a database of contacts, including records of discussions and follow ups.</li> <li>• Work collaboratively with internal stakeholders to develop continuous improvement plans.</li> <li>• Oversee applicable contract formations, renewals and close-outs, and lead a collaborative negotiation process.</li> <li>• Identify strategic and tactical opportunities.</li> </ul>
<p><b>Relationship Management</b> Work proactively to develop, build and strengthen long-term relationships that will lead to new business opportunities</p>	<ul style="list-style-type: none"> <li>• Work across the organisation and externally to maintain collaborative and constructive working relationships with all key stakeholders.</li> <li>• Identify, target and develop business opportunities that are aligned with Enable New Zealand’s Strategic Plan.</li> <li>• Develop a deep understanding of investor(s) goals, requirements and expectations.</li> <li>• Serve as an advisor to investor(s) while serving as their advocate within Enable New Zealand.</li> <li>• Serve as the primary point of contact between Enable New Zealand and applicable business partners.</li> <li>• Conduct key administration of the relationship.</li> <li>• Develop strategic partnership opportunities around new/innovative research and future potential commercialisation.</li> </ul>

Key objectives	Responsibilities
	<ul style="list-style-type: none"> <li>Identify and build strategic alliances and service delivery partnerships.</li> <li>Undertake proactive networking with all relevant external stakeholder groups to develop insights into future opportunities.</li> <li>Positively market and promote Enable New Zealand services, its brand and reputation as a trusted and leading provider.</li> <li>Attend relevant meetings and functions, such as association events and conferences, and provide feedback and information on market and creative trends.</li> <li>Lead and manage all relationship status tracking.</li> </ul>
<p><b>Strategic and Annual Planning</b></p> <p>Support and contribute to the strategic direction and ongoing sustainability of the organisation by ensuring annual planning activities are aligned with current and future contracting requirements.</p>	<ul style="list-style-type: none"> <li>Contribute as required to the strategic and annual planning processes for Enable New Zealand relevant to this position.</li> </ul>
<p><b>Reporting and Performance</b></p> <p>Undertake reporting relevant to the role.</p>	<ul style="list-style-type: none"> <li>Conduct regular business reviews and contract audits with key stakeholders to report on key metrics</li> <li>Regularly track and report activity against the business objectives</li> <li>Regularly track and report activity against relevant contracts</li> <li>Identify and action opportunities for continuous improvement</li> <li>Any other reporting as required.</li> </ul>
<p><b>Technology</b></p> <p>Exposure to relevant technology</p>	<ul style="list-style-type: none"> <li>Openness and knowledge to relevant cloud technology solutions and applications, willingness to understand the technology and market it to new and potential customers.</li> </ul>
<p><b>Apply Health and Safety knowledge and skills to all work practices to ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation</b></p>	<ul style="list-style-type: none"> <li>Is familiar with all policies and procedures as they affect the work environment</li> <li>Ensure that safe working procedures are practised, and no person is endangered through action or inaction</li> <li>Is aware of and can identify hazards and take action, accordingly, including preventing or minimising the adverse effects of hazards</li> <li>Ensure that all incidents, including near misses, are reported within the required timeframe using Enable New Zealand's incident reporting system. Actively participate in Enable New Zealand's health and safety programmes, through input into meetings and feedback through committee structures</li> </ul>

Key objectives	Responsibilities
<b>Te Tiriti o Waitangi – Treaty of Waitangi and Equity</b>	<ul style="list-style-type: none"> <li>Apply knowledge of Te Tiriti o Waitangi and its application in Health to all work practices. Attend appropriate Te Tiriti o Waitangi education sessions.</li> </ul>

## Ngā āheitanga matua – Key Competencies

Competencies are the skills, knowledge, and attributes required to be fully competent in this position. There will be a programme available for appointees to meet competencies where a need for continued development is identified. For the purposes of selection, essential competencies have been identified, and decisions will be made based on the ability of applicants to meet these:

### Qualifications and Experience

- A minimum of 3–5 years’ experience in senior/leadership roles, building and developing relationships with a diverse range of stakeholders within the public and private setting, and driving results.
- Understanding of working within a variety of settings across public/private sector, government contracted services, fee for service programs, individual /on account purchases or strategic partnerships.
- Proven track record in account management.
- Proven track record of solving complex business issues.
- The successful applicant will hold a current driver’s licence.
- Openness and knowledge to relevant cloud technology solutions and applications, willingness to understand the technology and services and market it to new and potential customers.
- Exposure to both B2B and B2C sales.

### Skills and Attributes

- Strong problem-solving ability with a proven capability to develop business models as solutions.
- A rigorous understand of digital systems and solutions.
- The ability to work with internal and external stakeholders of all experience levels.
- An exceptional negotiator with the ability to find win-win outcomes.
- Sound financial skills, including a proven ability to manage sales budgets and forecasts.
- Well-developed computer skills particularly in the Microsoft suite of products and database systems particularly CRM type systems.
- Proven ability to create and develop business proposals and reports for prospective customers.
- Broad knowledge of the public and private sector.
- Ability to develop plans for the implementation of new initiatives.
- Knowledge of person-centred practice and front facing customer services across the end-to-end service delivery paradigm.
- Working knowledge of strategic and annual planning processes.

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*Supporting disabled people and their whānau to live everyday lives in their communities*

- Resilience and perseverance, able to keep progressing opportunities over a sustained period.
- Possesses a 'self-starter' attitude. Connected but able to be self-motivating and self-directed.

### **Physical Attributes**

Under the Human Rights Act 1993 discrimination based on disability is unlawful. Enable New Zealand Limited will make all reasonable efforts to provide a safe and healthy workplace for all, including persons with disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, enquiry should be made whether it would be possible to accommodate a particular issue by obtaining advice from the People and Culture Team.