

Position Description

Job title: Business Development Manager, Workplace Services
Date: August 2022
Group: Business Development
Location: Auckland or Wellington
Reports to: CEO

Position Purpose

The position is responsible for the ongoing growth of Fair Way’s Workplace Services with a primary focus on relationship and opportunity development. A key requirement of this role will be planning and driving high quality activity in the market to secure new and ongoing business opportunities with public and private sector clients.

The role is very much outward facing role and will require a unique blend of sales, relationship and commercial acumen.

Position Dimensions

Budget	Responsible for developing and executing growth opportunities in line with agreed annual targets.
Staff	No direct staff responsibilities
Internal relationships	<ul style="list-style-type: none"> • CEO and wider Senior Management Team members • Client Manager, Workplace Services • Operations Managers • Marketing and Communications • Resolution Practitioners and Resolution Coordinators
External relationships	<ul style="list-style-type: none"> • Client CEO’s and Senior Executives • People and Culture personnel • Network of contacts to establish connections and prospects • Dispute Resolution organisations • Government agencies

Position Responsibilities

- Build and maintain a broad pipeline of active opportunities to deliver the Workplace Services annual growth plan.
- Identify and create valued relationships with key decision makers within target client organisations.
- Promote and grow Fair Way's Workplace Service offering.
- Promote and sell Workplace services into the NZ market, to address the needs of our current and future clients.
- Build and maintain a thorough knowledge and understanding of key services and solutions offerings, including
 - » Speak-Up
 - » Kāpehu
 - » Workplace Learning
 - » EDR / Facilitation / Mediation
 - » Investigations and Arbitration
- Marketing Campaigns; Contribute to the development of workplace service suite and campaigns
- Coordinate with marketing to plan and execute against campaign planning.
- Target GM and Executive Level business leaders to build trust-based relationships, win and retain revenues.
- Key contributor to formal Workplace tenders and wider solutions.
- Proactive prospecting driving high activity across accounts.
- Workplace Services end-to-end Pipeline Management: effectively manage the delivery of business development opportunities and accurate forecasting, including keeping relevant source documents updated.
- Planning and reporting; Create and share a quarterly plan identifying your goals, opportunities and expected outcomes.
- Provide a monthly report to the CEO detailing activity levels, opportunity and pipeline development and outcomes.
- Collaborate with the Client Manager, Workplace Services to facilitate and ensure effective transitioning of new clients into our operations team and processes.
- Work collaboratively with the business to assist with the transition or implementation of new business to operations.
- Support the Operations Manager and Client Managers in retention activities aligned to Workplace services.
- Build and develop trusted relationships with all clients applying relationship management disciplines to effective client engagement.
- Attend / host as required at various events that build on Fair Way brand expertise or market leadership in Dispute Resolution.

- Actively participate in Health and Safety in all work-related activities, including keeping up to date with any policy or procedures or important safety messages and practices.

Technical capability and experience requirements

- Proven / demonstrable track record in new business growth and account management.
- Track record of experience with public sector and enterprise organisations.
- High level of commercial and business acumen.
- Ideally has an existing P&C or HR network or has experience working in these areas.
- Ideally has experience working in/with Government networks or experience selling into Government
- Ideally understands / has experience with workplace dispute resolution services.
- Has a good understanding of the Treaty of Waitangi and Tikanga processes.

Behavioural requirements

- Is self-motivated, proactive and responds with urgency when required.
- Can quickly build rapport with a wide range of people and establish credibility and trust with decision makers.
- Can work independently and seek out guidance as required.
- Is driven to succeed and confident in own abilities to achieve winning outcomes.
- Inspires a sense of purpose, focusses strategically, demonstrates judgement, intelligence and common sense.
- Proven resilience and adaptability and the ability to keep the focus on short and long-term goals.
- Creates strong working relationships with stakeholders.
- Values the input of others, has empathy with other cultures and viewpoints, puts time and effort into being accessible to stakeholders.
- Is adaptable and can operate confidently with ambiguity.
- Takes accountability and ownership – does not hide behind others or blame others for undesirable outcomes.
- Someone who will live and nurture the Fair Way brand and story.