

## POSITION DESCRIPTION

**Job Title:** Client Manager

**Date:** September 2017

**Division:** Service Delivery

**Approved:** General Manager  
Service Delivery

**Location:** Auckland, Wellington, Christchurch

**Reports to:** Service Delivery  
Manager

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### Position Purpose

This key business role is accountable for assisting Client Directors with account management and technical support for a specific service/s and ensuring that FairWay has the right contractor workforce with the right skills available to accomplish required quality output for services to clients.

The outcomes sought are:

- Fostering and maintaining of existing client relationships through customer relationship management activity and managing day-to-day client queries about the service.
- Fostering and maintaining of relationships with internal and external stakeholders including Service Delivery Managers and staff.
- Managing and supporting a high-performance contractor team and enhancing excellence, client service, innovation and quality.
- Assist the Client Directors and Service Delivery Managers in the design and delivery of services to ensure the implementation of best practice and efficient service delivery.
- Innovate and simplify services, products, systems and processes so that business is completed in the most effective way possible and communicated across the wider team.
- Maintaining an on-going level of knowledge, relevant to the broader sector and sharing that knowledge with the wider business through collaboration and strategic planning.
- Delivering conflict resolution services to clients and customers – this can include mediation, adjudication, facilitation, conciliation etc.
- Ensuring FairWay services comply with relevant legislation by providing technical guidance to staff and contractors
- Assist the Client Director with effective financial management to ensure the profitability of the service.
- Assist the Client Director with client and internal reporting to ensure the right information is provided to meet the client and business needs.
- Assist the Client Director to implement strategic direction for the service in consultation and collaboration with the wider management team.

These activities and outcomes will be achieved through partnership with internal and external clients and providing support to all ADR professionals to further enable FairWay to become a professional services organisation recognised for service excellence.

### Position Dimensions

<b>Budget:</b>	<ul style="list-style-type: none"> <li>• Nil – assist Client Director with budget management relating to a specific service.</li> </ul>
<b>Staff:</b>	<ul style="list-style-type: none"> <li>• Nil</li> </ul>
<b>Internal Relationships:</b>	<ul style="list-style-type: none"> <li>• Client Director</li> <li>• General Manager Service Delivery</li> <li>• Senior management team members</li> <li>• Service Delivery Managers</li> <li>• Reporting Analyst</li> <li>• Senior Resolution Practitioners, Resolution Practitioners, Resolution Coordinators and Customer Service Leads</li> <li>• All other FairWay staff members</li> </ul>
<b>External Relationships:</b>	<ul style="list-style-type: none"> <li>• Key client representatives</li> <li>• Professional networks</li> <li>• Client counterparts and contracting managers</li> <li>• ADR partners/associations (AMINZ, Resolution Institute, Law Society etc)</li> <li>• Relevant advisory councils and bodies</li> <li>• FairWay contractors</li> </ul>
<b>Requirements:</b>	<ul style="list-style-type: none"> <li>• Relevant Tertiary qualification and desired experience of five years in area of relevance to the role.</li> <li>• Proven strong, intuitive influencing skills with integrity, empathy, adaptability and the ability to keep the focus on short- and long-term goals.</li> <li>• High level of peer recognition for leadership in the dispute resolution field.</li> <li>• Inspires a sense of purpose; focuses strategically, demonstrates judgement, intelligence and common sense, underpinned with resilience, adaptability and innovation.</li> <li>• Some experience in client and account management.</li> <li>• Political astuteness and understanding of how to work in a political environment through engagement and influence.</li> <li>• Ability to represent FairWay at external events.</li> <li>• Ability to prepare and present proposals to clients and to identify reporting needs.</li> </ul>

## Principal Accountabilities

### People

Key responsibilities	Job holder is successful when:
<ul style="list-style-type: none"> <li>Engage and manage talented people and win their passionate support on a project team basis promoting the values of FairWay and leading by example.</li> <li>Ensure we have a high performing contractor workforce in place with the right skill level at the right time.</li> <li>Provide ongoing subject matter expertise and technical support to Client Directors and the wider Service Delivery team and for specific services.</li> <li>Promote highest standards of health and safety for FairWay employees and clients.</li> <li>Promote the values of FairWay and lead by example.</li> </ul>	<ul style="list-style-type: none"> <li>Team members' areas of excellence, qualification and/or interest have been built to match opportunities.</li> <li>A highly engaged and motivated contractor workforce is in place. In conjunction with Service Delivery Managers and Client Directors ensure the proactive recruitment of contractors to fill any skill gaps.</li> <li>Acknowledged as a senior member of staff who shares the vision and lives by FairWay's core values, creates trust and rapport with teams and individuals across FairWay.</li> <li>Contributes to the strategic and operational business plan outcomes being achieved according to individual performance agreement goals through maximising skills and capability of project teams.</li> <li>There is a positive culture for health and wellbeing outcomes and compliance with relevant legislation.</li> </ul>

### Client Service

Key responsibilities	Job holder is successful when:
<ul style="list-style-type: none"> <li>Provide support to Client Directors in mediation, other ADR services, consulting services and training.</li> <li>In collaboration with Client Director, identify, build and maintain collegial relationships to focus on specific business development opportunities.</li> <li>Network across all available internal contacts to grow FairWay's profile and support business generation activity.</li> <li>Support the Client Director to ensure that project and team members have an effective positive feedback system in place to develop, and retain business development knowledge and capability across the company.</li> <li>Support the Client Directors to develop, communicate and actively support business generation strategies and objectives.</li> </ul>	<ul style="list-style-type: none"> <li>Strong enduring relationships are in place within FairWay for both the one-off projects and longer-term activities.</li> <li>There is an environment of constructive feedback that allows staff members to contribute at all levels and grow their skills and a culture of agile service and getting things done through innovation and excellent customer and client services.</li> <li>Staff members at all levels understand the business strategy and the part that they play in converting strategy to activity.</li> <li>FairWay is seen in a positive and credible way by all stakeholders and clients as the best service provider.</li> <li>Service specific health and safety risks are managed and mitigated in a timely manner.</li> <li>Collaboration, cooperation and communication occurs on a regular basis with the client on all matters pertaining to health and safety.</li> </ul>

<ul style="list-style-type: none"> <li>• Develop strong and positive working relationships with key stakeholders to ensure that service delivery advice, support, and resources are provided.</li> <li>• Champion FairWay in specific sectors depending on area of responsibility.</li> <li>• Assist Client Directors to ensure compliance of all health and safety requirements specific to the service including meeting with the clients on a regular basis to discuss health and safety risks and how these will be mitigated.</li> </ul>	
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### Commercial Management

<b>Key Responsibilities</b>	<b>Job holder is successful when:</b>
<ul style="list-style-type: none"> <li>• Provide input to the preparation of the annual business plan that captures sector contribution to the long-term FairWay business strategy and wider business priorities.</li> <li>• Identify new business opportunities with existing clients and developing of new business.</li> <li>• Work with the Client Director to ensure forecast results are achieved.</li> </ul>	<ul style="list-style-type: none"> <li>• Through its delivery of services, FairWay achieves current best practice, enhances its current business and identifies opportunities that enable Fairway to dominate the dispute resolution market.</li> <li>• Relationship management skills are tailored to the current sector/political climate and potential business opportunities are identified within the sector.</li> <li>• Through good knowledge of industry specific intelligence, FairWay is positioned to lead and protect its market share and to develop future-focused scenarios that identify trends, opportunities, demands and risks furthering the achievement of the FairWay's goals.</li> <li>• FairWay's long- and short-term interests are balanced in achieving team profitability.</li> </ul>

## Technical Leadership

Key Responsibilities	Job holder is successful when:
<ul style="list-style-type: none"> <li>• Innovate and simplify services, products, systems and processes so that business is completed in the most effective way possible and communicated across the wider team.</li> <li>• When required, assist the Client Director to manage the bid processes ensuring bids are of a high standard, meet client expectations and consistently win work.</li> <li>• Demonstrable understanding of the type of sector relevant business that FairWay need to grow.</li> <li>• Review technical output of the team to ensure consistently providing excellent service.</li> <li>• Ensure the independence of Dispute Resolution professionals is balanced against company 'process' and other related requirements.</li> <li>• Utilise research (either others' or your own) to drive new business opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates an understanding of the range of options and solutions best suited to a current or new sector/client issue management and identify solutions that are technically sound and fit for purpose.</li> <li>• Business goals are achieved through successful bids that meet the needs of clients at all times.</li> <li>• Recognised as having a thorough understanding of the work, appropriate processes and tools to accomplish the required tasks.</li> <li>• Working collaboratively with Service Delivery Managers on implementation of improved work practices.</li> <li>• Demonstrate a commitment to quality assurance programmes, processes and other relevant systems to maintain FairWay's KPI's on key contracts and general standards of service.</li> <li>• Time is spent with those doing the work to ensure there is thorough understanding of the work, appropriate ability and tools to accomplish the required tasks.</li> </ul>

## Health & Safety

All FairWay employees are responsible for safety, and we take this responsibility seriously. We are committed to the belief that all injuries are preventable. Safety experts within FairWay are leading this commitment that includes developing a workplace safety culture where safety is everyone's responsibility, where back to work rehabilitation is the usual course of action, where excellence in health and safety is integral to all of FairWay's activities and where FairWay are setting the standard for our industry.

Key responsibilities	Action/Result
<p>As a worker employed by FairWay you are expected to:</p> <ul style="list-style-type: none"> <li>• Actively support and promote a safe and healthy work environment.</li> <li>• Participate in H&amp;S training as identified by FairWay during the course of employment.</li> <li>• Promote/be an advocate for, a good faith partnership between workers and FairWay (PCBU) to work collaboratively in safety awareness and responsibility.</li> <li>• Maintain compliance with current H&amp;S legislation, and seek to achieve best practice. Promote a safety aware culture.</li> </ul>	<p><u>Daily:</u></p> <ul style="list-style-type: none"> <li>• Follow prescribed H&amp;S procedures and policies as set down by FairWay.</li> <li>• Report hazards/risks associated with FairWay operations which may have the potential to result in harm to yourself, other workers or visitors on FairWay premises.</li> <li>• Report all accidents, incidents and near misses in the workplace to FairWay management immediately.</li> <li>• Ensure all workers (contractors and sub-contractors) and visitors under your supervision have the following prior to commencement of work or meeting:               <ul style="list-style-type: none"> <li>○ Taken through the FairWay hazard register and controls</li> <li>○ Have had the emergency procedures explained</li> <li>○ Wear or display visitor identification.</li> </ul> </li> <li>• Approach any persons in the office not wearing visitor identification, who is unknown and is unescorted by other FairWay staff.</li> </ul> <p><u>Every three months:</u></p> <ul style="list-style-type: none"> <li>• Attend and actively participate in quarterly H&amp;S Committee meetings.</li> <li>• Participate in the review of the Hazard Register including the identification and assessment of new and existing risks and hazards.</li> <li>• Pro-actively participate in closing out assigned H&amp;S actions.</li> </ul> <p><u>Every twelve months:</u></p> <ul style="list-style-type: none"> <li>• Input into the review of health and safety policy, guidelines or other practices/culture in line with learnings from the previous year.</li> </ul> <p><u>As required:</u></p> <ul style="list-style-type: none"> <li>• Participate in emergency evacuation / hazardous spills drills and meet all requirements.</li> <li>• Active participation in H&amp;S activities such as checks, assessments, training, and audits / assessments.</li> <li>• Make innovations or recommendations to improve/influence FairWay's H&amp;S culture</li> <li>• Volunteer to be a H&amp;S Representative, Fire Warden, or First Aider when an opportunity arises.</li> </ul>

## Privacy

Privacy is core to FairWay's business and all employees are responsible for following the 12 Information Privacy Principles listed below; and using best privacy practice in their work.

1. Only collect personal information you really need
2. Get it directly from the person wherever possible
3. Be open with people about what's going to be done with it
4. Be fair about how you get it
5. Keep it secure
6. Let the person see it if they want to
7. Fix it if the person thinks it is wrong
8. Take care that its accurate before using it
9. Dispose of it when it's no longer needed
10. Use it only for the purpose you go it
11. Only disclose if you have a good reason
12. Only use "unique identifiers" where it's clearly allowed

Client information must be treated with care and all reasonable steps taken to prevent any unauthorised use or disclosure. Staff must be responsible stewards of the information FairWay collects and holds.

Staff will follow the customer expectations in our Service Charter that information will be kept private and confidential, and that customers receive information that is accurate, up to date and easy to understand.

All staff will work together to promote a strong privacy culture, reporting any privacy issues/breaches and following standard privacy checks and processes

Key responsibilities	Results/Measurements
<p>As an employee of FairWay you are expected to:</p> <ul style="list-style-type: none"> <li>• Attend privacy induction led by the Privacy team.</li> <li>• Participate in privacy action learning groups when held.</li> <li>• Awareness of the fundamentals of privacy and why it is so important to FairWay.</li> <li>• Promptly report any privacy issues/concerns/breaches.</li> <li>• Follow standard information management/privacy checks and processes.</li> <li>• Awareness of physical and operational security and privacy steps.</li> <li>• Support privacy best practice and a strong privacy culture.</li> <li>• Promptly notify the Privacy team of requests for information under the Privacy Act 1993.</li> </ul>	<ul style="list-style-type: none"> <li>• Zero or minimal privacy breaches with harm arising from a failure to follow privacy processes.</li> <li>• Consistent reporting of privacy issues/breaches.</li> <li>• Demonstrates active engagement for privacy, such as proactive approaches to the Privacy team.</li> <li>• Shares privacy learnings and best practice with others.</li> <li>• Can show examples of when demonstrated best privacy practice.</li> <li>• Positive feedback from customers.</li> <li>• Puts forward suggestions for privacy process improvements.</li> </ul>

<ul style="list-style-type: none"><li>• Endeavour to understand customers' needs in terms of use and management of their personal information, and respect those needs.</li><li>• Ask for guidance and checks in with the privacy team where required before taking action.</li></ul>	
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