

**PART A: JOB SUMMARY**

To provide clear goals, expectations and feedback so that each member of the team can significantly multiply their contribution to WellingtonNZ and to their own success.

<b>Name of role:</b>	Business Growth Manager - Innovation Specialist
<b>Reports to:</b>	Business Growth Team Lead
<b>Direct Reports:</b>	Nil
<b>Date:</b>	November 2020
<b>Purpose of the job:</b>	<p>To facilitate business success through managing an evolving customer portfolio across numerous industries. It is responsible for being a key point of contact for and delivering the services under the Regional Business Partner programme and for delivering the innovation aspects of that programme.</p> <p>The Business Growth Manager - Innovation Specialist manages R&amp;D support opportunities and relationships with technical and innovation service providers, inspiring innovative business owners and delivering operational excellence.</p> <p>The Business Growth Manager - Innovation Specialist will participate in industry networking events and activities where appropriate as well as work alongside industry experts and other colleagues within WellingtonNZ to collaborate and assist with programmes that support industry and business growth.</p>

**PART B: JOB DESCRIPTION**

**Key responsibilities:** Specific actions, tasks or areas of responsibility this role will oversee.

<b>Area of responsibility</b>	<b>Actions/ Tasks</b>
<b>Actively develop and manage customer / client relationships</b>	<ul style="list-style-type: none"> <li>Actively support and develop business customers by promoting the benefits of investment in R&amp;D/innovation and improving innovation capability.</li> <li>Provide business advice and support whilst identifying businesses eligible for support under the Regional Business Partner programme</li> </ul>

	<ul style="list-style-type: none"> <li>• Recommend and facilitate connections to R&amp;D grants, innovation programmes and technical service providers; working closely with Callaghan Innovation</li> <li>• Undertake regular follow up activity with customers to review their progress</li> <li>• Keep up to date and accurate records of all customer activity, actions and follow up</li> <li>• Promote the value of WellingtonNZ</li> </ul>
<p><b>Deliver quality services to customers / clients</b></p>	<ul style="list-style-type: none"> <li>• Evaluate the innovation potential of clients.</li> <li>• Actively promote the value and benefit of innovation programmes, R&amp;D grants, and technical services available from Callaghan Innovation.</li> <li>• Facilitate access to expertise that supports the development of new technology and innovation.</li> <li>• Evaluate the commercial potential of R&amp;D projects, including return on investment and path to market.</li> <li>• Review applications for R&amp;D grants and advise on the application and funding process.</li> <li>• Respond to new R&amp;D enquiries with an early discovery conversation followed by advice and recommendations.</li> <li>• Assist clients to gain access to public funding</li> <li>• Apply business systems and processes as required to fulfill the role and satisfy the operational guidelines of the Regional Business Partner programme</li> <li>• Act as an independent sounding board who challenges customers’ thinking to help separate their real needs from their wants.</li> <li>• Use good judgement and a range of professional techniques to obtain the trust and co-operation of customers and get buy-in.</li> <li>• Be experienced with and comfortable with ‘cold calling’ customers and the ability to build rapport for follow up contacts.</li> <li>• Demonstrate excellent communication and listening skills with ability to relate to people at all levels</li> <li>• Be able to identify and scope opportunities for new services for WellingtonNZ clients; including business management capability development services</li> <li>• Deliver all services to a consistent quality standard.</li> </ul>
<p><b>Manage and maintain relationships with a portfolio of service providers</b></p>	<ul style="list-style-type: none"> <li>• Manage service providers in line with team systems and processes.</li> <li>• Ensure up to date information about services is available in the shared document repository to enable business support.</li> <li>• Contribute to regular service provider updates and other communications as required.</li> <li>• Identify and canvass new service providers across the region to help maintain a portfolio of quality innovation advisers.</li> </ul>

Area of responsibility	Actions/ Tasks
Other tasks, relationship maintenance and supporting others	<ul style="list-style-type: none"> <li>Attend WellingtonNZ or industry networking functions as appropriate.</li> <li>Work in an efficient, collaborative, cohesive team environment</li> <li>Attend and contribute to team meetings</li> <li>Be flexible and help out wherever it may be required to deliver WellingtonNZ's objectives across all business units</li> <li>Any other reasonable task as required</li> </ul>
Health, safety, wellbeing and compliance	<ul style="list-style-type: none"> <li>Take an active role in identifying and mitigating any health and safety risks to yourself and others</li> <li>While at work, take reasonable care for your own health and safety and ensure what you do does not negatively affect the health and safety of others</li> <li>Comply, as far as you possibly can, with any instructions, policies, procedures or guidelines given by WellingtonNZ in relation to health, safety and compliance</li> <li>Report any potential hazards or risks to health and safety or the environment as soon as is possible to take immediate action to minimise or mitigate these if it is not potentially harmful to your own health and safety</li> </ul>
WellingtonNZ collaboration	<ul style="list-style-type: none"> <li>Maintain a "WellingtonNZ-wide" perspective with all of your work</li> <li>Consider how your role links and contributes to other areas of WellingtonNZ, and actively engage when required</li> <li>Communicate with fellow WellingtonNZ colleagues on work, initiatives and projects</li> <li>Actively collaborate and participate in WellingtonNZ-wide initiatives and projects</li> </ul>

**Job outcomes:** Visible and measurable evidence of success in this role.

Outcomes / results	Target Measure
Deliver innovation support services to meet RBP obligations and Callaghan Innovation KPIs	<ul style="list-style-type: none"> <li>Deliver innovation support services to meet RBP obligations and Callaghan Innovation KPIs including: providing full service relating to R&amp; D grants. supporting clients through the grants process; connecting people to CI programmes and technical services.</li> <li>At least 50 actively supported innovation clients</li> <li>Supporting new R&amp;D inquiries</li> <li>Deliver Management Capability Funding to clients where appropriate</li> </ul>

<b>Admin and Reporting</b>	<ul style="list-style-type: none"> <li>Keeping accurate, up to date records in SharePoint and the CRMs, including revenue and FTE figures.</li> </ul>
<b>Highly Satisfied Clients</b>	<ul style="list-style-type: none"> <li>Contribute to the contract requirement for our team to achieve an NPS score &gt;50+.</li> <li>This will be achieved by putting 40 clients per year, that have worked with you, up for survey in the RBP portal, where your clients need to rate their interaction with you ideally at 8,9, or 10 out of 10.</li> </ul>
<b>Promote and share the RBP and WellingtonNZ story</b>	<ul style="list-style-type: none"> <li>Promote and share the RBP and WellingtonNZ story at networking events</li> <li>Contribute to success stories for internal and external use. Fly the flag for WellingtonNZ</li> <li>Maintain stakeholder engagement</li> </ul>

**Competencies:** Specific skills, traits and competencies necessary to be successful in this role.

Competency	Description of competency
<b>Functional skills and experience</b>	<ul style="list-style-type: none"> <li>Technical ability to recognise and assess R&amp;D activity and potential within a business or project.</li> <li>Ability to articulate which areas are applicable to funding and which are not.</li> <li>High level of understanding of new technology and able to identify innovation and provide advice and connections to achieve commercial outcomes.</li> <li>Highly collaborative, proven multi-tasker and the ability to proactively manage and prioritise competing demands with minimal supervision</li> <li>Excellent communication and listening skills. You will be able to paraphrase and clarify information, along with able to ask questions that enable the businessperson to learn through your questioning.</li> <li>Willingness to understand and operate with local and central government programmes and funding processes.</li> </ul>
<b>Creating a vision</b>	<ul style="list-style-type: none"> <li>Understanding the strategic context</li> <li>Challenging the status quo</li> <li>Accepting challenges</li> <li>Committing to the vision</li> </ul>
<b>Leading with purpose</b>	<ul style="list-style-type: none"> <li>Living our values</li> <li>Having the courage to question and speak up</li> <li>Adapting your style to meet individual needs</li> </ul>

Competency	Description of competency
<b>Making things happen</b>	<ul style="list-style-type: none"> <li>• Giving timely and constructive feedback</li> <li>• Staying close to the issues</li> <li>• Collaborating for better decision-making</li> <li>• Recovering quickly from setbacks</li> </ul>
<b>Building an awesome team</b>	<ul style="list-style-type: none"> <li>• Valuing uniqueness and differences in others</li> <li>• Trusting others</li> <li>• Sharing information, collaborating and helping others</li> </ul>
<b>Being authentic and inclusive</b>	<ul style="list-style-type: none"> <li>• Recognising you own strengths and areas for development</li> <li>• Asking for and responding positively to feedback</li> <li>• Questioning and challenging others with respect</li> <li>• Owning your mistakes.</li> </ul>

**Values:** Our purpose & values which bring to life WellingtonNZ’s aspired culture.

Our purpose	Our organisational values	Our culture
<b>To make the Wellington region wildly famous</b>	<p>Do it together            Dare to be different            Show the passion            Find the fun            Focus on the customer</p>	<p>Collaborative            People centered            Supportive            Constructive            Open            Recognition            Celebrate success            Empowerment            Ownership            Accountability            Learning, coaching and personal growth</p>