

Top Executive Remuneration Report (New Zealand)

Position descriptions | September 2019



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[New Zealand Executives](#)

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Position Description

Position title: Chief Executive Officer
Position code: 10005
Level: 8

Responsible for

Achieving corporate objectives and effectively managing a company or a group of companies. Ensuring that agreed strategies are implemented. Accountable under the Companies Act for the statutory compliance of all business activities of the company.

Report to

Board of Directors (and Shareholders) or Overseas Principals.

Supervises

Directors, divisional and functional Managers.

Main activities

- Submitting business forecasts and budgets for the consideration of the Board and recommending major policy changes and developments.
- Monitoring and directing overall operations to achieve revenue and expense budgets and the satisfactory performance of the various profit centres across the organisation.
- Directing the preparation, communication, and execution of operating objectives, plans and programs.
- Negotiating major deals and financial arrangements, loan terms etc.
- Directing and motivating the executive team in the achievement of agreed goals and standards.
- Acting as the chief spokesperson for the organisation.

Key skills

- Sound leadership skills and a proven record of successful staff management. Must be an effective manager by exception.

Internal contacts

Functional and divisional managers, and all subordinate staff. Fellow directors on board/policy making management team.

External contacts

Industry associations, company bankers, other financial institutions both local and overseas, Government officials, major customers/clients, shareholders, major suppliers, legal firms, and the media.

Typical experience

Over 15 years general experience in all aspects of management at a senior level including functional areas such as Administration, HR, Marketing and Finance and coordination of multi-functional activities. Tertiary qualifications and management training.

Other comments

Position Description

Position title: Chief Operating Officer
Position code: 10010
Level: 7

Responsible for

Directing and managing all operational activities of the organisation and ensuring the implementation of overall organisational strategy.

Report to

Chief Executive/Managing Director.

Supervises

All operational Managers/general Managers and staff working within the operational functions of the organisation.

Main activities

- Providing strategic direction, leading, managing and directing all operational activities of the organisation.
- Accountability for the overall profitability of the operational activities of the organisation.
- Ensuring all corporate and business unit strategies and plans are aligned, reviewed and successfully implemented - taking remedial action where necessary.
- Building relationships between the operations and support divisions and ensuring the business units receive adequate operational support.
- Providing support and assistance to the Chief Executive Officer on corporate and group issues where required.
- Communicating with the Chief Executive Officer to ensure he/she remains fully informed of all significant operating issues.
- Acting, as required or in the absence of the Chief Executive Officer, as the chief spokesperson for the organisation.
- Directing and motivating subordinate managers to achieve agreed targets.
- Managing and motivating all divisional employees.

Key skills

- Proven management experience at a senior level.
- Financial management/reporting and analysis skills.
- Strategic planning and resource management skills.
- Strong leadership and motivational ability.

Internal contacts

Functional and divisional managers and all Subordinate staff, board of directors, other members of the Executive and Senior Management teams, corporate support functions, all levels of employees.

External contacts

Major suppliers and clients/customers, Government departments and authorities, legal advisers, auditors, and the media (where necessary).

Typical experience

At least 10-12 years relevant management and operational experience coupled with tertiary level qualifications.

Other comments

Position Description

Position title: General Manager (Multi-Function)
Position code: 10015
Level: 7

Responsible for

Managing a variety of divergent functional activities or branches operating separately as autonomous profit centres under policy control. May be physically isolated from Head Office.

Report to

Chief Executive/Managing Director.

Supervises

Sales and Marketing Managers, Customer Service staff, Product Development staff, Accounting staff, Warehouse and Distribution staff.

Main activities

- Participating as a member of the senior management/strategic team formulating Company policy and approving major management changes.
- Accountable for the overall profitability of the company, and the achievement of revenue and expense budgets.
- Ensuring that Company performance complies with senior management directives and statutory regulations.
- Directing and motivating subordinate managers to achieve agreed targets. Acts as the chief spokesperson for the company/activity.
- Managing and motivating all divisional staff.
- Participating in the negotiation of major sales deals within broad policy guidelines.

Key skills

- Sound administrative skills and a proven record of successful staff management.
- Must be an effective manager by exception.
- Strong leadership and motivational ability.

Internal contacts

Sales and Marketing staff, Customer Service and Product Development staff, Accounts and Administration staff.

External contacts

Major Suppliers, Clients/Customers, Industry Associations.

Typical experience

At least 12 - 15 years experience in all aspects of operation. Tertiary level qualifications related to the industry and formal management training desirable.

Other comments

Alternative Title: General Manager - Subsidiary Operations; Head of a Major Profit Centre.

Position Description

Position title: General Manager (Single-Function)
Position code: 10020
Level: 7

Responsible for

Managing a variety of divergent activities within a particular organisational function or single branch. May be physically isolated from Head Office and/or operate as an autonomous profit centre.

Report to

Chief Executive Officer/Managing Director or Chief Operating Officer.

Supervises

Managers and staff working within the responsibility of the particular functional area.

Main activities

- Coordinating and participating in the compilation of budgets and forecasts and presenting them to higher Senior Management for approval.
- Working to achieve agreed revenue to expense budgets with accountability for the overall financial performance of the functional area this role has particular responsibility for.
- Managing various operations within a division within the policies and guidelines established by Executive Management.
- Participating as a member of the Senior Management team.
- Managing and motivating all divisional staff.
- Participating in the negotiation of major sales deals within broad policy guidelines - if required.

Key skills

- Sound administrative skills and a proven record of successful people management.
- Proven Management experience at a senior level; must be an effective Manager by exception.
- Strong leadership and motivational ability.

Internal contacts

Sales and Marketing staff, Customer Service and Product Development staff, Accounts and Administration staff.

External contacts

Major Suppliers and Clients/Customers, Industry Associations.

Typical experience

10-12+ years experience relevant to the particular area of responsibility coupled with tertiary level qualifications related to the industry. Formal Management training desirable.

Other comments

May also be called Regional General Manager or "Line of Business" Manager.

Position Description

Position title: Branch/Region Manager
Position code: 10025
Level: 6

Responsible for

Managing various operating sections within a region (e.g. Sales and Service). Taking responsibility for profitability, all in accordance with the organisation's policy and procedure outline.

Report to

Divisional Manager - Branch Operations, General Manager, Managing Director.

Supervises

Regional Managers, selected Branch Managers.

Main activities

- Coordinating the activities of operations, profit and loss, administration and sales and marketing plans/targets for the region.
- Preparing targets and objectives for the region and providing regular reporting feedback to Head Office as to actual progress to targets (budgets) outlining reasons for variances.
- Managing all operations for the region i.e.. accounting and credit control, sales and marketing development, operations within policies and guidelines by executive management.
- Controlling the quality of all services offered in a region by effective direction of staff, monitoring the maintenance of correct procedures and taking corrective action.
- Maintaining and developing the personal skills of all staff in the region which includes the coordination of recruitment, training and development, performance assessment and reward.
- Taking responsibility for the maintenance of the organisation's policies and procedures within the branch/region, within prescribed limits of approval.
- Interacting regularly with other operating and service divisions.

Key skills

- Sound management ability.
- Proven track record in achieving business targets.
- Good communication and interpersonal skills.

Internal contacts

Regional Managers, Branch Managers, Sales and Marketing staff, Customer Service and Product Development staff, Accounts and Administration staff.

External contacts

Industry groups, Property Developers, Insurers, Government Departments, other financial institutions.

Typical experience

At least 10-15 years of extensive experience in all aspects of operation. Staff management experience is also essential, as well as professional qualifications e.g. CPA.

Other comments

Position Description

Position title: Sales & Marketing Director
Position code: 10030
Level: 7

Responsible for

Establishing and controlling national sales and marketing strategies to achieve market share, and sales and profit targets.

Report to

Chief Executive/Managing Director.

Supervises

A national sales force and a specialist marketing team.

Main activities

- Formulating national sales and marketing policies and thereby making major contributions to organisational: revenue; profit projections; short and long term plans.
- Implementing and monitoring the progress of marketing plans and advertising campaigns.
- Monitoring sales performance and selling expenses and initiating corrective action where necessary.
- Negotiating major deals and maintaining key customer contacts at senior levels.
- Coordinating market research and market intelligence data.
- Determining pricing and volume discount policies.

Key skills

- Professional marketing skills.
- Detailed knowledge of technological developments and trends.
- Strong motivational and persuasive skills.
- Excellent planning and administrative abilities.
- Negotiating and interpersonal skills.

Internal contacts

Sales and marketing executives and specialists, region or branch managers, finance and accounting, systems and software development.

External contacts

Major customers, media, market research firms, public relations firms, distributors and government officials.

Typical experience

15+ years of related sales/marketing experience coupled with relevant tertiary qualifications.

Other comments

This role combines professional marketing skills and sales management skills on a national level.

Position Description

Position title: Sales Director
Position code: 10035
Level: 7

Responsible for

Establishing and controlling the national sales strategy and Sales force to achieve revenue and expense targets.

Report to

Chief Executive/Managing Director.

Supervises

A national Sales force, including Region or Area Sales Managers, Product Specialists and Sales Representatives.

Main activities

- Negotiating major deals and maintaining key customer contacts at senior levels.
- Working with other relevant Managers to develop national sales strategy.
- Monitoring sales and expense performance and initiating corrective action where necessary.
- Developing budget and regularly reporting actual performance to budget, with variance analyses and revised projections.
- Coordinating the gathering of market intelligence covering competitors' products and sales strategies.
- Monitoring and reporting on the performance of dealers and distribution channels.
- Recruiting, training and motivating sales staff.

Key skills

- Sound product and industry knowledge.
- Budgetary formulation and control abilities.
- Ability to negotiate complex sales at senior levels.
- Excellent planning and administrative abilities.
- Excellent motivational and persuasive skills.

Internal contacts

Marketing executives and specialists, region or branch managers/sales managers, credit, finance and human resources managers and legal officer.

External contacts

Major customers, advertising agencies and public relations firms, distributors, Government officials.

Typical experience

At least 12 years related sales/marketing experience coupled with relevant tertiary qualifications in technical/business areas.

Other comments

This role is primarily managerial requiring a sound sales background.

Position Description

Position title: Customer Support/Service Director
Position code: 10040
Level: 6

Responsible for

Controlling customer support activities nationally, to achieve customer service and budget objectives.

Report to

Chief Executive/Managing Director.

Supervises

Support Managers, Account Managers and Product/Customer Support Specialists.

Main activities

- Establishing national plans and strategies for developing cost effective client support.
- Coordinating post sales support on a national basis.
- Organising and monitoring the performance of support operations and project installation services on a national basis.
- Establishing and controlling stocks of parts and service equipment.
- Preparing and updating national customer service budgets, and regularly reporting on performance against targets.
- Preparing support budgets and projections.
- Recruiting and training product specialists.
- Liaising with manufacturing/R&D in design support, product improvements and design changes.
- Ensuring profitability of service and controlling costs.

Key skills

- A strong technical background and detailed product knowledge combined with good organisational abilities. Top level skills in customer liaison and handling of product application.

Internal contacts

Regional sales and marketing management, operations and logistics managers, manufacturing/R&D.

External contacts

Customers at all levels, prospects, distributors, parts suppliers, and sub-contractors.

Typical experience

A least 12 years of experience in customer service and extensive technical training and product servicing experience.

Other comments

The role has important client liaison elements, based on technical appreciation of the customer's requirements and problems.

Position Description

Position title: Marketing Director
Position code: 10045
Level: 7

Responsible for

Establishing and controlling the national marketing strategy to achieve market share and profitability goals.

Report to

Chief Executive/Managing Director.

Supervises

A specialist marketing team, including product Managers, market research officers and product promotions staff.

Main activities

- Developing plans to achieve revenue and profit margin projections.
- Formulating national marketing policies and strategies based on market intelligence and research projections.
- Implementing and monitoring the progress of marketing plans and advertising campaigns.
- Preparing and updating national marketing budgets, regularly reporting on performance against target and providing variance analyses and revised projections.
- Determining pricing and volume discount policies.
- Coordinating market research and market intelligence data.
- Liaising with other divisions/departments.

Key skills

- Professional marketing skills are essential. The role also needs strong communicative skills and the ability to interpret and maximise the use of sophisticated market research data.

Internal contacts

National sales management, finance and accounting, company secretarial/legal, systems and software development.

External contacts

Advertising agencies, the media, public relations firms, market research firms, and Government officials.

Typical experience

At least 12 years of marketing and product management experience. Typically has tertiary qualifications.

Other comments

The role has significant elements of market strategy and positioning.

Position Description

Position title: Business Development Director
Position code: 10050
Level: 7

Responsible for

Overall responsibility for the development and management of new business opportunities, achieving profitability and capital management goals.

Report to

Chief Executive/Managing Director.

Supervises

Business Development Division staff.

Main activities

- Evaluating market entry opportunities for the organisation, preparing business cases, financial models and plans to be presented to the senior management team for discussion and vetting.
- Reporting on cash flow, profitability and investment return on a consolidated and project basis.
- Determining the overall direction of new business opportunities, creating 'virtual teams' across departments or organisations, ensuring that projects fall within the strategic direction of the organisation and balancing short and long term goals.
- Developing deal-making processes and documentation to enable high speed closure of new deals in a consistently high-quality manner. These procedures should also cover life cycle management (e.g. joint marketing/PR/measurement metrics).
- Ensuring business relationships comply with all regulatory and legal requirements.

Key skills

- Strong knowledge of relevant industry products and services.
- General managerial skills.
- High level interpersonal, negotiation and relationship building skills.
- Managing complex projects involving external partners.
- Keen commercial and financial awareness.

Internal contacts

Senior management team, sales, marketing, regulatory affairs, legal, finance, research and development.

External contacts

Potential business partners, industry bodies, external service providers.

Typical experience

At least 12 years business development, sales and marketing experience coupled with relevant tertiary qualifications. In emerging industries total experience may be less but industry knowledge will be very strong.

Other comments

In smaller or start-up organisations the focus of this role may be more on partnering and alliances, whereas in larger companies the job may involve more coordination of resources from various operating divisions.

Position Description

Position title: Finance Director/Chief Financial Officer
Position code: 10055
Level: 7

Responsible for

Establishing and controlling the financial systems and administrative services of the company, and providing financial information to Chief Executive and Directors.

Report to

Chief Executive/Managing Director.

Supervises

Finance, Accounting, and Administration staff.

Main activities

- Directing the establishment of financial/accounting principles, procedures and practices in line with legal and corporate requirements.
- Ensuring accurate and timely financial reports and forecasts for the whole organisation so as to provide a clear insight into its financial condition.
- Advising on the financial implications of management decisions and establishing the financial soundness of proposed acquisitions and divestment of assets or businesses.
- Ensuring that the profits of the organisation are protected through the establishment of effective financial controls; implementing and maintaining appropriate management accounting and reporting systems, budgetary controls and expenditure procedures.
- Implementing policies to ensure the security of funds and assets, guiding the lodgement of tax and other returns to comply with all statutory requirements, and administering insurance cover and claims.

Key skills

- Requires formal qualifications and considerable practical experience in financial planning, reporting and control.
- Sound knowledge of international exchange transactions and import/export activities. The ability to organise and control major accounting systems is also required.

Internal contacts

Functional management, company secretary, internal audit, IT Manager.

External contacts

Financial institutions, major customers and suppliers, external auditors, investment advisers.

Typical experience

At least 15 years practical experience in addition to tertiary qualifications.

Other comments

The role administers and directs to meet statutory and corporate reporting requirements.

Position Description

Position title: Chief Legal Counsel
Position code: 10060
Level: 7

Responsible for

Advising Senior Management on their individual and corporate legal obligations and rights so as to protect the organisation's interests. Ensuring compliance with relevant regulations, legal demands and ethical standards that affect business activities.

Report to

Chief Executive/Managing Director.

Supervises

Legal Officers, Corporate Counsel/Commercial Specialists/Business Assurance Analyst.

Main activities

- Ensuring Senior Managers/Board of Directors are kept informed of new and proposed legislation which may affect the organisation's activities, and compliance with all existing laws and government regulations. Advising on impact of Court decisions.
- Researching legislation affecting the organisation, passing advice onto relevant managers to ensure that the company operates fully within the law with special reference to its methods of business, its contractual relations and its process of negotiation.
- Advising on business acquisitions/divestments (whether assets or corporations), ensuring protection of the company's intellectual property rights (trade marks, patents, designs, copyright and confidential information) and maintaining registration and renewal of all business names.
- Identifying and briefing management on potential and actual legal exposures and taking appropriate proactive and remedial measures. Providing legal advice concerning tax, insurance, property, advertising, sales agreements and trade practices.
- Negotiating, drafting and interpreting contracts, assisting management in the early stages of negotiations with third parties, ensuring that contractual terms and conditions for supply and acquisition of products are protecting the company's interests. Reviewing/updating standard contracts and drafting additional standard contracts where required.
- Resolving legal disputes/claims and initiating/defending legal proceedings as necessary. May appear in court to represent the organisation and brief counsel on legal matters, ensuring that the organisation is effectively represented in any legal action taken against it.
- Maintaining statutory records and filing returns.

Key skills

- Excellent communication skills.
- Ability to interpret legal requirements and apply to relevant business operations.
- General managerial experience.

Internal contacts

Regulatory Affairs Manager, all Divisional and Functional Managers.

External contacts

Government Departments and Regulatory Bodies, External Solicitors and Appraisers.

Typical experience

At least 10 years relevant commercial experience coupled with a law degree. Will be a registered Solicitor.

Other comments

Alternative Titles: Group Counsel; Chief Manager, Legal Affairs. May also have Company Secretary responsibilities.

Position Description

Position title: Human Resources Director
Position code: 10065
Level: 7

Responsible for

Ensuring the most effective utilisation of the organisation's staff resources.

Report to

Chief Executive/Managing Director.

Supervises

Divisional head for each function e.g. recruitment, remuneration, training and development.

Main activities

- Developing the Human Resources contribution to the company's strategic planning so that its long term people needs are identified and accommodated within its business plans and management decisions.
- Developing, submitting for approval, and managing the implementation of Human Resource policies throughout the organisation. Policies will respond to legal requirements, minimise disruption, penalties and adverse publicity.
- Ensuring that all skills requirements within the organisation are met through ongoing workforce planning, staff development programs and external recruitment.
- Ensuring all staff administration records are effectively maintained.
- Ensuring staff reward practices take account of varying performance levels, internal equity and external salary market rates.
- Assisting management in achieving harmonious working relations with all staff thereby minimising time lost through industrial disputes.

Key skills

- Sound negotiating skills and strong interpersonal skills. Thorough knowledge of Government legislation.

Internal contacts

Chief executive officer and all functional and divisional managers.

External contacts

Specialist consultancies, legal advisers, financial institutions, union delegates.

Typical experience

Tertiary level qualifications with at least 12 years of experience in all aspects of Human Resources Management.

Other comments

Alternative Title: General Manager - Human Resources.

Position Description

Position title: Research & Development Director
Position code: 10070
Level: 7

Responsible for

The achievement of program objectives which will improve existing products or develop new products and processes, leading to improvements in the company's short and long term profitability.

Report to

Chief Executive/Managing Director.

Supervises

Scientific and Technical staff.

Main activities

- Undertaking product development and feasibility studies leading to the successful production and marketing of new or modified products within a defined time frame and budget.
- Examining new production processes and materials to quantify the benefit arising from implementation and making recommendations accordingly.
- Directing scientific and professional staff engaged in research projects and assignments.
- Reviewing and evaluating technical work and selecting, scheduling and coordinating overall research activities.
- Establishing procedures and testing methods for assessing raw materials, work in progress and finished goods quality standards.
- Participating in short and long range planning, making independent decisions on work methods and procedures within an overall program.

Key skills

- Originality and ingenuity are required for devising practical and economic solutions to problems.

Internal contacts

Engineering and Operational staff, Field Trials Officers.

External contacts

Scientific colleagues, universities and research stations, research councils, primary producers and potential end-users/beneficiaries of the research and product development undertaken.

Typical experience

University degree, often at Masters or Ph.D. level and at least 10-15 years experience in a research environment, usually requiring knowledge of more than one field of science.

Other comments

Position Description

Position title: Purchasing/Procurement Director
Position code: 10080
Level: 6

Responsible for

Strategically managing the Purchasing/Procurement function within the organisation to ensure that goods and services are procured according to specified quantity, quality and cost requirements, and delivered within given timeframes.

Report to

Chief Executive Officer, General Manager - Multi-Function.

Supervises

All levels of Purchasing/Procurement employees.

Main activities

- Designing and implementing the organisation's strategic Purchasing/Procurement plan in line with overall business performance goals.
- Overseeing the selection of reliable sources of supply and engagement of complimentary suppliers, and negotiating complex, high risk deals with key suppliers to improve value delivered to the organisation.
- Analysing all aspects of the supply function including supplier sourcing, price negotiation, quality, ordering, inventory, checking, delivery, tenders and contracts and providing expert Purchasing/Procurement advice.
- Assessing recommendations for process improvements and designing programs for implementing necessary process changes.
- Effectively managing the Purchasing/Procurement staff to foster an environment that promotes and encourages innovation within the Purchasing/Procurement function.

Key skills

- Expert knowledge of procurement concepts, processes, activities and trends.
- Strategic management and negotiation skills.
- Complex analytical interpretation and problem-solving skills.
- Ability to provide technical leadership, coupled with people and project Management skills.
- Business, communication, change management and customer service skills.

Internal contacts

All Departments.

External contacts

Major Suppliers, Major Customers.

Typical experience

10+ years of experience in Purchasing/Procurement, coupled with relevant Purchasing/Procurement qualifications.

Other comments

Alternate Titles: Strategic Purchasing/Procurement Manager; Sourcing Director; Buying Director.

Position Description

Position title: Corporate Finance & Administration Manager
Position code: 10085
Level: 7

Responsible for

Establishing and controlling the corporate financial systems and administrative services of the company on a corporate basis.

Report to

Chief Executive/Managing Director.

Supervises

Finance, Accounting, and Administration staff, normally including Chief Accountant, Financial Accountant, Administration Manager.

Main activities

- Providing accurate and timely financial reports and forecasts and general accounting and administrative services.
- Ensuring effective costing and contribution analysis.
- Implementing policies to ensure the security of funds and assets.
- Guiding the lodgement of tax and other returns in compliance with all statutory requirements.
- Ensuring accuracy and control in inter-company accounting.
- Administering insurance cover and claims and may also be responsible for quality, payroll and training areas.

Key skills

- Requires formal qualifications (AASA/ACA) and considerable practical experience in financial planning, reporting and control.
- Sound knowledge of international exchange transactions and import/export activities.
- Ability to organise, and control national accounting systems.

Internal contacts

Functional management, Company Secretary/Legal Officer, Internal Auditors, Data Processing Manager, and Organisation and Methods Manager.

External contacts

Financial institutions, major customers and suppliers, external auditors, investment advisers, government officials.

Typical experience

At least 8 to 12 years practical experience in addition to professional qualifications. May also have a commerce degree.

Other comments

The role requires administration and direction in strict accordance with statutory and corporate reporting requirements. The detail is largely delegated. Alternative Title: Chief Financial Officer.

Position Description

Position title: Chief Information Officer
Position code: 10090
Level: 7

Responsible for

Ensuring the effective development and operation of computing and information services which support strategic operations of the organisation.

Report to

Chief Executive/Managing Director.

Supervises

Operations staff, systems development and support staff.

Main activities

- Participating in major corporate decisions, particularly where IT has a major influence on the competitive advantage and profitability of the organisation.
- Setting and controlling IT operational and development expenditures within budget.
- Developing the forecasting and planning for equipment and software purchases in relation to projected user requirements.
- Establishing and maintaining standards in relation to operations, programming and security.
- Participating in policy-making as a member of a senior management team.

Key skills

- Requires people management and leadership abilities, together with professional standards of planning and budgeting.
- Proven business and management skills.

Internal contacts

Senior Management, all User departments, Finance and Administration.

External contacts

Suppliers of non company equipment and peripherals, software suppliers and consultants.

Typical experience

At least 12 years of experience in computing, with at least 5 years in large sites with an IBM/VAX, or plug compatible environment. May have formal business training in addition to technical DP experience.

Other comments

Alternative Titles: EDP Division Manager; Chief Manager MIS.

Position Description

Position title: Corporate Logistics Director
Position code: 10095
Level: 6

Responsible for

Controlling and directing the receipt, warehousing, transport and distribution of the materials associated with the production of the company's product range.

Report to

Chief Executive/Managing Director.

Supervises

A team of logistics, warehouse and distribution staff.

Main activities

- Coordinating a national warehousing and distribution operation to ensure the efficient and cost effective supply of equipment.
- Formulating logistics policies and strategies.
- Ensuring the security of stock and assets.
- Analysing procedures and implementing methods which optimise handling, storage and transport resources.
- Negotiating cartage contracts.
- Preparing and updating national logistics budgets, and regularly reporting performance.
- Recruiting and training logistics staff.

Key skills

- Strong analytical and organisational skills backed with formal training in logistics. Will have proven abilities in cost centre management, negotiation and industrial relations.

Internal contacts

Sales and service management, finance and accounting, human resources and industrial relations.

External contacts

Suppliers, sub-contractors, union officials, Government departments, major customers.

Typical experience

University degree. Likely to have 7 to 10 years of practical experience in a senior logistics role.

Other comments

This is a specialised role based on "hands on" experience backed by formal training

Position Description

Position title: Head of Corporate Strategy
Position code: 10100
Level: 7

Responsible for

Developing, directing and controlling the corporate strategic planning activities of the business. Providing direction and driving delivery of a strategic plan through an inclusive strategic planning process.

Report to

Chief Executive/Managing Director.

Supervises

Strategic planning team(s), business analysts.

Main activities

- Participating as a member of the senior management/strategic team formulating company policy and approving major management changes.
- Independently reviewing and assessing business unit initiatives of a strategic nature impacting the business.
- Identifying opportunities/threats impacting the business. Analysing and recommending actions, and where appropriate implementing recommendations.
- Developing and maintaining an independent view of all markets in which the business operates in the short, medium and long-term for business planning, business development and other significant market transactions.

Key skills

- Understanding and appreciation of the financial implications of decisions and their impact.
- Ability to use the dynamics and value drivers of the business strategy to make decisions about the impact of changes.
- Ability to work within long-term time frames and anticipate and act on opportunities or problems that are likely to arise.
- Strong analytical capabilities.
- Ability to communicate at all levels of the organisation.
- Proven ability to develop corporate infrastructure, including policies procedures and systems.
- Proven ability in managing a large budget.
- Strong influencing and leadership skills.

Internal contacts

Senior Management, finance and administration, functional and divisional managers, and all subordinate staff.

External contacts

Industry associations, major customers/clients, shareholders and major suppliers.

Typical experience

10+ years experience in a senior management or general management role in a commercial environment. Tertiary qualification in economics, engineering or other quantitative field.

Other comments

Position Description

Position title: Chief Investment Officer
Position code: 10105
Level: 7

Responsible for

Determining overall investment strategy and managing its application.

Report to

Chief Executive/Managing Director.

Supervises

Economists, Investment Managers.

Main activities

- Determining and maintaining an effective funds management plan and philosophy for the organisation.
- Preparing and communicating investment plans, targets and forecasts to management.
- Determining and maintaining effective operating procedures for managing funds within the organisation.
- Managing the professional development of employees within business unit.
- Participating as a senior member of an Investment Committee to work towards the most profitable management of funds.
- Investigating new opportunities/areas of operation within the market to improve generation of investment income.

Key skills

- Excellent communication skills, both written and verbal.
- Strong strategic planning skills.
- Strong people management skills.
- Well developed numeric and financial analysis skills.

Internal contacts

Economists, investment managers, senior management.

External contacts

Money market institutions, stock brokers, external economical analysts, various Government departments.

Typical experience

Tertiary qualifications in business or finance, often to post-graduate level. May have SIA qualification. At least 15 years of funds management experience.

Other comments

Alternative Titles: Treasurer; General Manager - Funds Management.

Position Description

Position title: Chief Technology Officer
Position code: 10110
Level: 6

Responsible for

Ensuring the organisation's technological capabilities and strategy are aligned with the overall corporate strategy.

Report to

Chief Information Officer.

Supervises

May mentor General Managers.

Main activities

- Participating in long and medium term decisions concerning the organisation's IT strategy and direction.
- Ensuring the delivery of efficient and effective technology platforms through the development and implementation of new technology initiatives.
- Developing relationships with key business areas to develop technology plans and ensure their alignment with strategy.
- Taking ownership of the organisation's technology vision and ensuring the effective communication of this to IT employees and end users.
- Establishing and managing the organisation's IT technology expenditures within budget.
- Providing leadership and direction to IT employees.

Key skills

- Proven people management and leadership skills, together with professional standards of planning and budgeting.
- Well developed project management skills and appreciation.
- Strong negotiation and persuasive abilities.
- Strong business acumen.

Internal contacts

Senior Management, All User Departments, Finance and Administration.

External contacts

Suppliers of Firmware and Peripherals, Software, Professional Services and Consultants.

Typical experience

At least 10-15 years of general management experience or experience in all aspects of IT at a senior level. Will have relevant tertiary qualifications.

Other comments

This role may be viewed as a 2IC to the Chief Information Officer.

Position Description

Position title: Chief Economist
Position code: 10111
Level: 6

Responsible for

Providing economic, planning information and expertise to the Management of the organisation - especially the Funds Management divisions.

Report to

Chief Investment Officer, Divisional Manager - Investments.

Supervises

Economists, Research Officers.

Main activities

- Providing information to Management which will assist maintaining/growing a profitable mix of assets and liabilities.
- Developing and enhancing analytical tools for understanding economic indicators, such as interest rates and circulating this to management at all levels.
- Providing economic and planning expertise to Divisions including Funds Management, Treasury and Corporate Planning on matters such as the setting of interest rates.
- Providing financial projections and appraisals of foreign economies.
- Providing economic background and expertise to all Managers in the organisation thereby assisting them to become familiar with the external financial forces which regularly influence organisational policies.

Key skills

- Exceptional research and analytical skills.
- Solid knowledge of both macro and microeconomic theory and its application to the real world.
- Well developed interpersonal and communication skills.
- Excellent presentation skills.

Internal contacts

Divisional Managers, department Managers, Specialist Support staff, Investment Specialists.

External contacts

Statistics New Zealand, Academia, external Economic Analysts, various Government departments, Private Consultancies.

Typical experience

Will have at least 8 years experience couple with an advanced degree in Economics.

Other comments

Position Description

Position title: General Manager - Operations
Position code: 71005
Level: 7

Responsible for

Determining strategies and procedures to ensure centre is maintained to agreed standard, achieving desired customer and tenant satisfaction levels.

Report to

Chief Executive Officer.

Supervises

Facilities and maintenance staff.

Main activities

- Providing direction to ensure maintenance costs are kept to a minimum while still meeting quality standards and fulfilling contractual and other legal requirements.
- Negotiating contracts to ensure agreed service levels are maintained while optimising costs.
- Maximising the everyday satisfaction of the Centre's customers and retailers with the facility provided.
- Ensuring that specific maintenance standards, agreed quality standards and all legal requirements, OH&S and Workcover are met.
- Identifying and costing repairs and maintenance for planning and budgeting purposes.
- Developing and controlling of the budget for the business unit and preparing reporting requirements.
- Providing support and assistance to the Chief Executive Officer on corporate and group issues where required.
- Working with a marketing team to develop strategies to market the property assets.
- Maintaining a comprehensive body of policies and standards related to building services delivery and providing clear operating procedures and guidelines.

Key skills

- Computer skills.
- Negotiation skills
- Good communication skills.
- Strategic planning and resource management skills.
- Ability to communicate and manage relationships with external service providers and contractors.
- Financial management/reporting and analysis skills.
- Strong leadership and motivational ability.
- Proven management experience at a senior level.

Internal contacts

Development and construction business units, legal and finance departments, centre management staff.

External contacts

Customers, retailers, landlords and contractors.

Typical experience

At least 10-12 years relevant management and operational experience coupled with tertiary level qualifications.

Other comments

Position Description

Position title: General Manager - Development
Position code: 71010
Level: 7

Responsible for

Determining and managing strategies to drive new development opportunities to the market.

Report to

Chief Executive Officer.

Supervises

Lease administrators, contractors and project staff.

Main activities

- Developing, in conjunction with the leadership team, the strategy for the development function. Participating effectively towards the achievement of strategic and business plan objectives.
- Ensuring that the company's property portfolio is managed so the portfolio remains strategically positioned and value adding.
- Ensuring that the knowledge skills and capabilities of the property development team are developed.
- Developing and implementing strategies to grow the business.
- Negotiating with all appropriate stakeholders to ensure the project achieves necessary approvals.
- Developing and implementing appropriate property management policies, systems and processes.
- Preparing of annual budgets and reporting on performance against targets. Preparing any other reports required by General Manager.
- Working with the sales and marketing team to formulate strategies to achieve sales targets.
- Directing and motivating subordinate managers to achieve agreed targets.
- Communicating with the Chief Executive Officer to ensure he/she remains fully informed of all significant operating issues.

Key skills

- Excellent communication skills.
- Good negotiation and decision making skills.
- Computer skills.
- Excellent time management skills.
- Ability to work within a team effectively.
- Financial management/reporting and analysis skills.
- Strong leadership and motivational ability.
- Proven management experience at a senior level.

Internal contacts

Development managers, leasing team, centre management, sales, marketing and finance department.

External contacts

Builders, contractors, authorities, clients and suppliers.

Typical experience

A minimum of 10 years experience in the property industry at a management level. Will also possess relevant tertiary qualifications in either Property development or business related degree.

Other comments

Position Description

Position title: General Manager - Property
Position code: 71015
Level: 7

Responsible for

Determining and managing strategies to manage property assets, investments and developments.

Report to

Chief Executive/Managing Director.

Supervises

Valuation department, acquisitions team, leasing department and project staff.

Main activities

- Developing, in conjunction with the leadership team, the strategy for the development function. Participating effectively towards the achievement of strategic and business plan objectives.
- Ensuring that the company's property assets are managed so the portfolio remains strategically positioned and value adding.
- Ensuring that the knowledge skills and capabilities of the staff are developed.
- Developing and implementing strategies to grow the business.
- Negotiating with all appropriate stakeholders to ensure the project achieves necessary approvals.
- Preparing of annual budgets and reporting on performance against targets. Preparing any other reports required by the Chief Executive Officer.
- Communicating with the Chief Executive Officer to ensure he/she remains fully informed of all significant operating issues.
- Directing and motivating subordinate managers to achieve agreed targets.

Key skills

- Excellent communication skills.
- Good negotiation and decision making skills.
- Computer skills.
- Excellent time management skills.
- Ability to work within a team effectively.
- Financial management/reporting and analysis skills.
- Strong leadership and motivational ability.
- Proven management experience at a senior level.

Internal contacts

Development managers, leasing team, centre management, sales, marketing and finance department.

External contacts

Builders, contractors, authorities, clients and suppliers.

Typical experience

A minimum of 15 years experience in the property industry at a management level. Will also possess relevant tertiary qualifications in either Property or business related degree.

Other comments

Position Description

Position title: Chief Risk Officer
Position code: 10120
Level: 7

Responsible for

Overseeing the execution of the risk management systems within the organisation. Managing and effectively executing a balance between risk and commercial regulatory requirements, commercial reward, advice and independent regulatory obligations.

Report to

Chief Executive Officer/Managing Director

Supervises

Main activities

- To translate the overall business strategy into a business plan and to deliver the financial, regulatory and technical objectives to achieve approved business plan.
- Provide advice to Executives on the management of regulatory changes within the Industry.
- Initiate, research and sponsor business improvement activities that promote superior service delivery and optimal resource allocation across distribution and support business units.
- Identify relevant change requirements within and across the business units and ensure execution of change is successful with consideration to legislation, people impacts and business requirements.
- Responsible for the overall maintenance of standards, policies and procedures which ensure regulatory compliance.
- Provide strong governance across functions such as Product, Actuarial, Risk & Business Analytics, Reinsurance, and Legal, Customer Relations, Fraud, Compliance & Governance functions to ensure legislative responsibilities are met, and internal controls are maintained.
- Manage statutory and Board reporting requirements to rigorously monitor and measure the Company's position, and support Executive decision making process.
- Responsible for the overall management of all functions supporting the office of the CRO.

Key skills

- Strong communication, influencing and negotiation skills.
- Ability to build effective relationships with senior managers and other key stakeholders.
- High impact presentation skills, demonstrated leadership skills and the ability to think strategically.

Internal contacts

Product, Actuarial, Risk & Business Analytics, Reinsurance, Legal, Customer Relations, Fraud, Compliance & Governance.

External contacts

Typical experience

At least 10 years operations experience, with audit, accountancy or actuarial experience coupled with a relevant tertiary education.

Other comments

Position Description

Position title: General Manager - Digital
Position code: 13151
Level: 7

Responsible for

Manage the organisation's digital products, platforms and channels, and drive digital transformation and digitisation of the organisation's products, service delivery and internal business processes.

Report to

Chief Executive Officer/Managing Director or Chief Operating Officer.

Supervises

Varies by organisation but may include digital functions within sales, marketing, strategy, customer service and operational functions.

Main activities

- Oversee the development of digital strategy for the whole organisation.
- Conduct operational planning to execute on digital strategies and goals.
- Oversee development, operation and growth of digital sales and marketing channels for the organisation's products and services.
- Develop and execute on plans to drive digital customer engagement, including oversight of new digital product development where relevant.
- Act as a champion for digitisation and digital transformation across the business, including for internally focussed processes and activities.
- Become a trusted adviser to internal and external customers, demonstrating innovation and differentiating the organisation's capabilities

Key skills

- Strong commercial background.
- Good understanding of digital trends and technologies.
- Strong leadership and stakeholder management skills.

Internal contacts

Sales, Marketing, Strategy, Customer Service, Product Managers, IT.

External contacts

Major suppliers and clients/customers, industry peers.

Typical experience

At least 12 years relevant management and operational experience coupled with tertiary level qualifications.

Other comments

Position Description

Position title: Chief Data Officer
Position code: 32900
Level: 7

Responsible for

Drives the strategic direction for the data capabilities and team, is responsible for brand and reputation development and contributes to the organisation data strategy, leveraging analytics and information to enhance customer experience.

Report to

Chief Executive Officer/Managing Director

Supervises

Data and Analytical teams.

Main activities

- Establishes and maintains strong relationships with a broad set of senior business and technology stakeholders and works with them to define and solve business problems using advanced analytic techniques (ideation through implementation).
- Works with architecture and development teams to build world leading analytics and decisioning platforms and tools, recognises trends and implications to the organisation and industry in the short and longer term.
- Develops and strengthens a large team of data professionals covering a range of disciplines including data science, machine learning, data engineering, data modelling, business intelligence, visualisation, and business data/process analysis to develop strategic capability, talent & IP.

Key skills

- Strong communication, influencing and negotiation skills.
- Ability to build effective relationships with senior managers and other key stakeholders.
- High impact presentation skills, demonstrated leadership skills and the ability to think strategically.

Internal contacts

Data and analytics community across the organisation, Business user groups

External contacts

Product, Actuarial, Risk & Business Analytics, Reinsurance, Legal, Customer Relations, Fraud, Compliance & Governance,

Typical experience

10+ years experience in applied technology and analytics with a Masters and/or PhD in any field with a quantitative focus.

Other comments