

# Job Description: Business Relationship Manager

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| **Team** | Business & Revenue Growth  |
| **Reports to** | Head of Business & Revenue Growth |
| **Direct Reports** | Nil |
| **Location** | Wellington CBD |
| **Position Status** | Full-time Permanent |
| **Date** | June 2022 |

## About us

Consumer NZ exists to get New Zealanders a fair deal. We campaign for change using the testing and research content we produce on a wide range of consumer issues. We are fierce advocates for consumer rights and use our research and influence to campaign for change.

## About the role

The role is responsible for maximising revenue from Consumer NZ’s business licence programmes, data products and other commercial revenue through:

* developing, implementing, monitoring and reporting on our current business partner relationships;
* identifying opportunities for new licensing programmes, data products and revenue streams;
* increasing the revenue contribution to Consumer NZ; and
* identifying and/or developing other commercial opportunities as they arise.

## What you will deliver

* Effective development and implementation of the business programmes.
* Strong relationships with new and existing business partners to maintain and maximise revenue growth.
* Accurate budgeting and forecasting.
* Quality contract management, including maintaining records for correspondence and documentation in relation to established and new contracts.
* Contribute to increased awareness and credibility of Consumer NZ business licence programmes, data products and any other commercial revenue streams.
* Drive sales, including setting up and maintaining lead generation and ongoing positive stakeholder relationships.
* Identification of areas for revenue growth.
* Managing key components of assessment reporting, and monitoring compliance processes.
* Continual assessment, review and improvement across all business and revenue streams.
* Providing support and cover to your team as required.

## Who you will work with

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| Internal | External |
| Business & Revenue Growth team | Existing and prospective business partners  |
| Key staff in all teams across Consumer NZ |  All key manufacturers and retailers |
| CEO – will assist with negotiations and presentations to endorsement winners | Choice Australia and other international consumer agencies |

## Skills you will need

* Sound understanding of quality, assurance including evaluation, assessment, monitoring and compliance processes.
* General knowledge of relevant NZ consumer law.
* Proficiency and accuracy managing information/data.
* Ability to see the bigger picture, collect and analyse multiple sources of information to inform decisions.
* Excellent oral, written and presentation skills.
* Ability to work independently and as part of the team to deliver high-quality, timely results.
* Commercial acumen, with a strong understanding of the business world and what an organisation needs to do to succeed.
* Highly developed organisational skills and work prioritisation.
* Ability to represent business perspectives within Consumer NZ.
* Analytical and critical thinking skills, with the ability to make sound judgements.

## Style and attitudes required

* Enthusiasm for growing the Consumer NZ revenue base.
* Excellent relationship skills for collaborating effectively with internal staff and external business partners to achieve delivery of mutually beneficial business gains.
* Active commitment to the ethics, values, policies and objectives of Consumer NZ while ensuring the integrity and independence of Consumer NZ.
* Collaborative team player with an engaging and personable work style.
* Confidence to ensure that businesses maintain the standards required.
* Show courage and decisiveness, leading with integrity and always upholding the ethics and values of Consumer NZ.
* Articulate, outgoing, confident and well presented to represent Consumer NZ in the business environment.

## Experience and qualifications you will bring

* Sales and business relationship management experience in a commercial environment.
* Successful relationship and stakeholder management experience.
* Relevant tertiary qualification such as business development/commerce/marketing or equivalent experience.
* At least five years of relevant professional experience.