



Position Description

Position Title	Iwi Relationship Manager
Business Unit	DTC & Group
Division	nib New Zealand
Location	Auckland
Reports To	Sales Lead – Existing Accounts

Overall purpose of the position (why it exists):

The purpose of this position is to support nib iwi relationships through superior customer management. Back up and support to Account Managers and Sales Leads.

Key responsibilities	Key expected outcomes
Account manage and grow iwi groups	<ul style="list-style-type: none"> • Provide support to iwi clients managing all day to day queries and establish a proactive calling cycle of engagement • Ensure all renewals are managed efficiently, on time and are profitable • Promote & support new group/nib initiatives and campaigns • Maximise opportunity for growth by adding on members, running campaigns, or other identified opportunities • Visit iwi where appropriate • Develop and Maintain excellent working relationships with iwi contacts • Achieve required sales target goals • Report to iwi on required info
Maximise population health initiatives	<ul style="list-style-type: none"> • Work with Wellness Managers to deliver new initiatives to iwi • Work with iwi and Wellness Managers to develop and deliver 12 month plan • Work with iwi and Wellness Managers to deliver wellness events
Support Team Lead – Business Development in bringing on new iwi	<ul style="list-style-type: none"> • Work with team members to create and follow up leads for new iwi • Develop and grow strong relationships with internal teams to support functions such as onboarding and growth
Maintain marketing requirements	<ul style="list-style-type: none"> • Liaise with Marketing Campaign Manager to deliver briefs for upcoming iwi requirements
Promote nib as the partner of choice	<ul style="list-style-type: none"> • Enhance the public image for nib so that it is perceived to be a sound, profitable and client orientated company who is a leader within the health industry • Champion nib products, solutions and initiatives that raise the company profile in the industry • Demonstrate the company's commitment to service excellence
WHS Responsibility <ul style="list-style-type: none"> • Implement and comply with the nib WHS Management System • Take reasonable care for own health and safety as well as the safety of others at the place of work 	<ul style="list-style-type: none"> • Achieve personal safety as well as ensure the safety of other workers and visitors to nib's workplace
Compliance <ul style="list-style-type: none"> • Meet obligations required for the compliance category of this position 	<ul style="list-style-type: none"> • Compliance training and/or reporting obligations completed



nib Values	
Customers have choices	The status quo is death
Without taking risk we cannot grow	If it's worth doing it's worth doing better than anyone else
Extraordinary things are done by extraordinary people	We before me
Smart is cool	Everyone deserves to be treated with respect
Making the world a better place	Being accountable

Capability Framework

Capabilities
<p>Capabilities are the underlying skills, knowledge and attributes that are necessary for an individual to effectively perform a job. This survey asks for feedback on the core and leadership capabilities of the employee. There are 6 capabilities to review and provide feedback.</p> <p>Core capabilities - are the skills, knowledge and attributes required for all employees. They have been identified as critical for all employees to be successful in their roles.</p> <p>Leadership capabilities - are the skills, knowledge and attributes required for all employees who perform in a leadership role. While these capabilities are mandatory for all people manager roles, they may be selected for other roles as required as a job-specific capability.</p>

Level of Complexity		
<p>There are varying levels of complexity between positions. As roles change, the level of complexity changes in each of four aspects – future focus, breadth of contact, breadth of impact and breadth of responsibility. The level of complexity for this position is detailed below:</p>		
<table border="1"> <tr> <td style="text-align: center;">General</td> <td> <ul style="list-style-type: none"> • Emphasis on recognising immediate implications of own work and actions • Interactions are primarily with internal/external customers and colleagues • Impact primarily on one's self • Responsibility is directed on own work practices </td> </tr> </table>	General	<ul style="list-style-type: none"> • Emphasis on recognising immediate implications of own work and actions • Interactions are primarily with internal/external customers and colleagues • Impact primarily on one's self • Responsibility is directed on own work practices
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Communication	Core Capability
<ul style="list-style-type: none"> • Use honest, open, consistent and approachable verbal communication, treating others fairly, with respect and empathy • Actively listen, give and receive information and constructive feedback, and openly acknowledge people's contributions and achievements • Cultivate and maintain productive working relationships, collaborating within and across teams • Treat sensitive information appropriately • Build rapport through verbal interaction and body language that is appropriate to the context and audience • Produce written documents clearly, concisely, grammatically correct and containing information necessary to achieve their purpose • Construct logical and fact based arguments, decisions and recommendations based on understanding, research and analysis • Use diplomacy and tact to negotiate in difficult situations 	

Continuous Improvement & Change**Core Capability**

- Review own work practices and adapt to improve performance, efficiency and quality
- Make suggestions and recommendations to enhance business processes so that the customer experience is enriched
- Use creativity appropriately to improve processes and encourage others to do the same
- Inform appropriate people about recurring problems, waste or inefficiency
- Embrace change in a positive way and maintain open communication channels
- Develop an understanding of internal and external developments that affect the business
- Collaborate with others to share best practice and question existing assumptions and beliefs

Planning, Prioritisation and Decision Making**Core Capability**

- Approaches work in an organised and systematic manner, effectively managing tasks, information and requests
- Gain information from applicable sources and ask the right questions to assess and interpret
- Share information in a timely way with appropriate people
- Constantly update knowledge regarding job relevant issues
- Develop, implement and report on plans appropriate to your work area
- Identify potential barriers or obstacles that may affect progress and take steps to address and resolve problems before they occur
- Allocate time and attention based on what is most important to achieve key goals and objectives with the right balance of short and long-term wins
- Effectively organises and balances tasks and priorities to keep multiple tasks on track
- Demonstrate willingness to make decisions within role based on relevant information, with a clear rationale and considering potential consequences
- Consult with others on problems and activities for effective decision-making

Displays Expertise**Technical Capability**

- Effectively applies specialised knowledge and skills to perform work tasks
- Keeps own technical and job-related skills current, constantly learning new things related to area of expertise by participating in conferences, associations, training programs and other activities to maintain a high level of technical expertise
- Shares technical and subject matter expertise with others and helps develop others' knowledge and understanding of technical or subject matter issues
- Understands and masters the technical skills, knowledge and tasks associated with role

Experience and Qualifications**What you have (attributes, experience, qualifications and other requirements)**

- Proven experience in a similar role - relationship/account management experience
- Proven ability to build and maintain relationships and to relate to people at all levels
- Excellent communication skills with a professional, positive attitude and appearance
- A good understanding of nib products
- Advanced level computer skills, including MS Office
- A methodical and careful approach to issues