Job Description

Position Title:	General Manager – Innovation & Business Growth
Reports To:	Chief Executive Officer
Direct Reports:	TBD
Status:	Permanent Full time
Date:	January 2018

ChristchurchNZ MISSION:

Ignite bold ambition for Otautahi-Christchurch

Create excitement

Connect change makers

Grow confidence

ChristchurchNZ PURPOSE:

ChristchurchNZ will support prosperity, opportunity and a great quality of life in Christchurch and Canterbury providing leadership and integration with the following priorities:

- Developing a strong positive city profile and promoting the city to residents, national and international audiences
- Attracting visitors, migrants, students, tertiaries, research and innovation ecosystem, new business and investment through integrated marketing, major events and conferences
- Ensuring the business environment supports successful and sustainable enterprise and encourages creativity and innovation

Christchurch NZ PILLARS OF ACTIVITY:

1. **Innovation and Business Growth:** Create and grow an innovation and business growth eco system
2. **Strategy, Insights and Policy:** Provide economic strategy, insights and policy knowledge to internal and external 'customers'
3. **Destination and Attraction:** Enhance Christchurch as a Destination and Gateway through major attractions, major events, destination management and industry liaison. Grow industry capability
4. **Marketing, Brand and Communications:** Promote all organisational activity and the Destination maximising connection with high-value audiences with an emphasis on 'bold ambition'
5. **Corporate Services:** Provide core support to ChristchurchNZ and its subsidiaries
6. **Revenue and Commercial Partnerships:** Grow and diversify revenue. Grow commercial partnerships and sponsorships. Maximise access to public and private sector revenue streams

Job Purpose

The key purpose of this position is to create and catalyse an innovation and business growth eco system at ChristchurchNZ. The General Manager Innovation & Business Growth oversees together business services, innovation programmes and commercialisation activity which creates an integrated growth eco system. ChristchurchNZ will promote a 'growth funnel' model that offers support for businesses and innovators from students, researchers and entrepreneurs looking to commercialise right up to attracting world leading international businesses to Christchurch where they can easily test and develop prototypes. The team will be responsible for working with partners across the city and country working in the innovation and business growth space. The team will also ensure Christchurch is considered an attractive and safe destination for international students and that the activity of the tertiaries is connected to the city's innovation and business growth ambitions.

The General Manager – Innovation & Business Growth is responsible for:

- Optimising business growth programmes and platforms
- Growing new activities to support and enhance existing and new businesses
- Attracting major international organisations, innovators and entrepreneurs to base or test their work in Christchurch
- Maintaining and growing a robust 'innovation pipeline' for all of Christchurch and Canterbury
- Ensuring connectivity, clear communication and effective cross functional partnerships across all activities undertaken by ChristchurchNZ to accelerate and amplify the positive impact of the work
- Partnering in the collective oversight of the following City Strategies: Christchurch Visitor Strategy, Christchurch Economic Development Strategy, Antarctic Strategy, and the City Narrative
- Providing courageous leadership to ensure all decision making and activity is tested against our mission to ignite bold ambition in Otautahi-Christchurch significantly benefiting social, cultural, economic and environmental benefit to Canterbury
- Leading and growing the effectiveness of the Innovation and Business Growth team

Key Accountabilities

Leadership	• Grow an engaged culture through inspirational leadership that embraces the spirit of our people and ensures our team are inducted, trained and interacted with to a standard worthy of the trust Otautahi-Christchurch and the greater Canterbury region has placed in us • Lead and drive a culture of bold ambition that is not afraid to challenge the status quo and execute our mission of igniting bold ambition internally and externally • Grow a culture that embraces diversity and the spirit of our people including Mana Whenua and Maoritanga • Participate in strategic senior leadership forums contributing to the development of the organisational direction

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	• Provide direction, motivation, training, performance management and career development of direct reports in order to achieve and exceed organisational goals • Build an engaged culture of safety and wellness that is maintained both at work and in any environment in which the organisation could be considered to be operating within current legislative framework • Ensure all team members use appropriate business planning tools following organisation information management guidelines including the CRM and project management software
Strategy	• Assist in the leadership of strategic planning for the organisation and develop business plans and company direction • Ensure programmes of activity are aligned to other key ChristchurchNZ work pillars • Develop a strong positive city profile and ensure the city is promoted to international investors, inventors and entrepreneurs • Identify and manage the risks to the business • Deliver the key vision of ChristchurchNZ to bring more people to the region and grow the economy • Assist in the strategic planning process for the business by identifying research requirements, highlighting key market opportunities and developing business plans that deliver on ChristchurchNZ's strategic goals and are aligned with budget parameters • Keep abreast of market/competitor/industry trends, changes, best practice – capturing and implementing relevant learning for ChristchurchNZ
Innovation & Business attraction	• Develop and champion a programme of work focused on the attraction of business and investment in Christchurch to ensure we are economically competitive with other cities and regions • From research and insight gained, this team will proactively assist businesses, innovators and researchers looking to commercialise activity • Facilitate the entry of new business activity, top talent and expertise into Christchurch to ensure they can operate easily in the city • Oversee and monitor the response process to inbound enquiries that have business and investment attraction potential • Direct ChristchurchNZ research activity to inform to the attraction and investment programme • Lead and promote ChristchurchNZ innovation & Business Growth activity across the organisation and with external stakeholders

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	• Oversee strategies to attract major international players to test prototypes in Christchurch • Lead and oversee proposition development plans for key identified businesses, start ups and investors • Champion the commercialisation of innovation
Business Growth Eco System	• Oversee the 'innovation pipeline' and ensure connectivity between all programmes. Ensure this is in line with agreed targets • Oversee and collaborate with key stakeholders in the Commercialisation Partner Network (CPN) with the outcome of increasing connections to improve innovation investment outcomes to agreed levels • Oversee and develop business growth activity and partnerships to ensure all programmes effectively lead to business growth and positive economic outcomes • Monitor the effectiveness of programmes with the aim of continually improving • Oversee the Greenhouse strategy and lead this team to deliver successful knowledge, connections and an environment to stimulate growth • Develop and oversee programmes to address skills shortage areas in Canterbury
Project and Contract Management	• Manage the delivery of major projects and key partnerships agreements • Utilise the PMO processes and policies to ensure effective delivery of projects and contracts that are aligned to ChristchurchNZ's priorities and deliver value for money
International Education	• Lead the International Education Team to develop and recommend an overarching strategy to attract international students • Ensure International Education strategies align with CNZ economic development and business growth activity and contribute positively to the economy • Ensure appropriate representation at all relevant international education expositions
Stakeholder Engagement	• Champion the ChristchurchNZ brand • Develop and maintain effective relationships within ChristchurchNZ and key stakeholders • Develop and update practical, relevant resources and networks to increase business capability

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	• Assist in the preparation of risk based stakeholder engagement strategies to support the delivery of ChristchurchNZ's development projects • Appropriately influence project outcomes by providing a communications link between stakeholders and project decision makers • Ensure consistency in oral, written and presentation material produced by ChristchurchNZ • Work with stakeholders to ensure they are kept up to date with relevant information, regulations, issues and opportunities ensuring positive outcomes • Adhere to and work within the Local Government Official Information and Meetings Act 1987
Team Management & Development	• Ensure all staff have a clear understanding of their roles and responsibilities, developing a highly effective and motivated team • Ensure all staff are inducted and trained in organisational standards creating a culture that aims to invigorate, motivate and grow our people enabling them to do their very best work and develop throughout their careers • Lead regular operational team meetings to ensure all staff are briefed in a timely manner on organisational goals, business priorities and operating procedures, and other relevant information to the wider ChristchurchNZ teams • Establish training and coaching programmes that are focused on optimising team performance, enhancing specialist knowledge and encourage staff to continuously develop skills • Engage in robust 1:1 conversations with direct reports on a regular basis • Drive the recruitment of additional team members as required • Ensure members of the team positively contribute to cross functional project teams
Financial	• Prepare budgets and manage financials within delegated authority and assigned budget • Prepare monthly financial reports in line with agreed measures • In conjunction with the finance team, ensure that commercial acumen and financial 'know how' are key competencies within the Innovation and Opportunity team
Corporate Responsibility	**Networking** • Seek out and develop appropriate professional relationships in order to further ChristchurchNZ's purpose by encouraging community engagement and connections

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	• Utilise the CRM to enable effective stakeholder management processes **Sustainability** • Maintain a high focus on resource use and disposal to minimise environmental impacts and economic cost • Encourage partners and stakeholders to adopt environmentally sound practices and quality assurance programmes **Operational Compliance** • Ensure a sound understanding of, demonstrate commitment to and comply with all legislation and company policy relevant to your role and all activities undertaken in that role • Maintain performance measurement records accurately and effectively utilising the appropriate business systems • Ensure all agreements are fulfilled and expectations are met or exceeded • Prepare monthly management reports in a timely and accurate manner • When appropriate, utilise the PMO to ensure effective delivery of projects and contracts that are aligned to organisational priorities and deliver value for money • Approve payments and spending in line with the delegated authority associated with this role • Promote a positive and professional image of ChristchurchNZ at all times • Effectively assess and mitigate risk and ensure a "no surprises" expectation across the organisation
Personal Development	• Be responsible for your own professional development • Attend relevant and value adding professional courses and programmes in consultation with the CEO

Key Relationships/Customers/Clients

Internal Relationship	**Nature of the Relationship**
All ChristchurchNZ staff and contractors	Working in collaboration to achieve business objectives
ChristchurchNZ Board	Liaise with
External Relationship	**Nature of Relationship**
Private sector business, locally, nationally and internationally	Liaise with
Christchurch City Council	Liaise with
Ngai Tahu	Liaise with

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Government ministries	Liaise with
Local government entities	Liaise with
Industry bodies	Liaise with

General

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

Qualifications, Knowledge and Experience Specification

Extensive experience in a senior role demonstrating strong leadership, management and customer facing skills with a focus on defining then delivering on company and business unit strategy
Proven delivery experience in a senior leadership role within a similar service organisation
Proven success in project and contract management
Experience in the successful development and implementation of business strategy
Exceptional leadership skills with a demonstrated ability in being able to lead and develop talent
Excellent relationship management skills and ability to connect with partner and client organisations at the senior level
Proven track record working with and attracting new business
Strong experience in working cross functionally and cross organisationally
The ability to clearly convey information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message
Proven success in delighting clients through delivery of outstanding services
Strong business acumen with the demonstrated ability to manage a P&L
Proven ability to independently manage complex pieces of work and emerging issues
Demonstrated ability to develop service lines and deliver sustained business growth

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