

Position	Account Manager Business
Team	Business Portfolio
Reports to	Manager, Business Portfolio
Direct reports	Nil
Employment	Permanent
Grade	17
Location	Wellington or Christchurch
Effective from	May 2021

Who Are We?

EECA's purpose is to mobilise New Zealanders to be world leaders in clean and clever energy use. EECA is a Crown entity governed by a Board whose members are accountable to the Minister of Energy and Resources.

We work to improve energy efficiency, energy conservation and increase the use of renewable sources of energy. In particular, we look at how this work programme can assist New Zealand's transition to a low carbon economy.

Our strategic focus areas are:

- Productive and low emissions business
- Efficient and low-emissions transport
- Energy efficient homes
- Government leadership
- Engage hearts and minds

More information on who we are and what we do is available on our website

www.eeca.govt.nz/about-eeca

Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hāpori, ā, e arahina ana mātou e ngā mātaipono me ngā tikanga matua o Te ratonga tūmatanui i roto i ā mātou mahi. Mō ētahi atu kōrero hei whakamārama i tēnei kaupapa, haere ki <https://www.publicservice.govt.nz/about-us/>

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work. You can find out more about what this means at: <https://www.publicservice.govt.nz/about-us/>

Purpose

The Investment and Engagement Group is responsible for making robust commercial investment decisions to advance energy efficiency across the Business, Transport, Government and Residential strategic focus areas. Through robust analysis, relationship management and business case development the Group will make investments in energy efficiency, promotion of renewables and carbon emission reduction. The Investment and Engagement Group deliver change programmes that result in significant cost effective, sustainable energy savings across EECA's target markets.

By managing a portfolio of New Zealand's largest energy users this role will influence businesses at an executive, management, and operations level to ensure uptake of energy efficiency and carbon reduction initiatives by providing world class relationship management and investment outcomes.

Key Result Areas

- Achieve individual performance targets that support delivery of the Business Portfolio team's Statement of Performance Expectation targets
- Create and own strategic account plans and deliver operational account management plans that meet EECA's standards and expectations
- Adopt the collaborative cross-functional team approach within the Business Portfolio team and wider EECA
- Identify and implement improvement opportunities.

Accountability

Accountability	Description
Account Management	Establish and nurture long term productive, professional relationships with key stakeholders.
Relationship Management	Drive EECA initiatives and goals through building strong commercial networks. Strategically manage commercial relationships with businesses to optimise the value from the relationship. Proactively assess, clarify, and validate stakeholder needs on an ongoing basis.

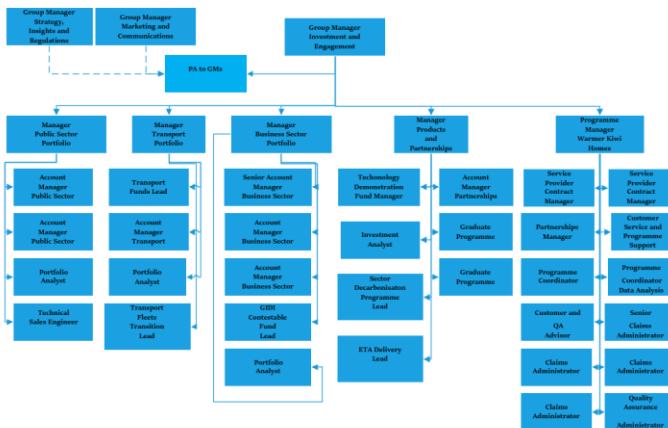
Issue Resolution	Manage potential relationship conflict by fostering excellent communication internally and externally, and through adherence to partnership engagement protocols.
Continuous Improvement	Identify continuous improvement opportunities to improve EECA’s investment outcomes. Continuously analyse existing processes for opportunities for improvements.
Collaboration	Ensure that constructive relationships exist between the Investment and Engagement Group and other parts of the organisation. Perform any other duties reasonably requested by the Manager, Business Portfolio.

Relationships

It is expected that effective working relationships are established with relevant EECA staff and external stakeholders.

Internal Relationships	<ul style="list-style-type: none"> • EECA Leadership Group • Investment and Engagement Group • Everyone at EECA
External Relationships	<ul style="list-style-type: none"> • Private Sector organisations • Industry associations / bodies / entities • Sector organisations • Service providers

Where your position fits



Educational Qualifications, Experience and Skills Required

The incumbent should possess:

- Extensive experience of managing relationships with key stakeholders at a senior level;
- Strong commercial acumen and understanding of the business issues that affect the private sector and the ability to translate these into successful targeting of programmes to organisations;
- Highly skilled communicator and facilitator with demonstrated experience in building effective and enduring relationships with a variety of stakeholders;
- Demonstrated success in business development, sales, account management and the ability to get results;
- Ability to reason and present solid arguments, listen to other's points of view, negotiate and find solutions;
- Preferably, experience in the energy sector with knowledge of relevant energy efficiency offerings, regulations, key players, and market dynamics
- Extensive networks within the Energy Sector and/or with large corporates.

General

A policy of equal employment opportunity operates and EECA provides a work environment that is free from discriminatory practices and encourages all employees to reach their full potential.

As a good employer, EECA takes its Health and Safety responsibilities seriously and all staff are expected to comply with all Health and Safety policies and practices, as part of their employment.

EECA Behaviours

EECA has identified four behaviours that will help us succeed. We will be looking for applicants that can demonstrate these behaviours.

1. **Open to the new.** Changing New Zealand needs openness and understanding. To succeed, we welcome fresh thinking from others, and create an environment where new perspectives are cherished.
2. **Stand in others' shoes.** To mobilise New Zealanders, we'll need to understand people. That means parking our pre-conceptions and getting to know them before we act.
3. **Deliver the goods.** To be world leaders in clean and clever energy use, we need every individual at EECA to own their part of the challenge.
4. **Believe in the 'we' not the 'me'.** Tackling climate change will take collaboration. We need to work together, in a positive and proactive way to make the good stuff happen.