



POSITION DESCRIPTION

Position details

Position Title	Investment Market Manager
Team/Branch/Group	Skills and Investment / Settlement, Protection and Attraction / Immigration New Zealand
Location	London, Singapore, Shanghai, Los Angeles, or Tokyo
Date	July 2017

Our purpose

Our purpose is to grow the New Zealand economy to provide a better standard of living for all New Zealanders. To achieve this, we need a strong, high performing economy, where for example, people (workers, consumers and investors) are protected and aware of their rights and obligations; and the integrity of the environment is maintained.

As one of New Zealand's largest government agencies, the work we do impacts the lives of all New Zealanders. We work to increase household incomes by helping businesses to be more productive and internationally competitive, increasing opportunities for all New Zealanders to participate in the economy through improved job opportunities, and by ensuring quality housing is more affordable.

This is all echoed in our Māori identity – Hikina Whakatutuki – which broadly means “lifting to make successful”.

How we work

Our aspiration is that MBIE is a great place to work where great work gets done.

We believe in harnessing the potential of our people and the diverse skills and life experiences they bring to MBIE.

Our targets are challenging and require us to work with others, and across the Ministry (making the most of our size and scope).

Our people will need to adopt a generous disposition and actively seek out opportunities to be purposely collaborative across MBIE. This means asking ‘why not?’ instead of ‘why?’, and leveraging off the collective that is MBIE in the pursuit of goals that stretch right across teams, branches and groups.

We work across government, and New Zealand, in a way that enables us to expand and deepen our understanding of businesses and markets. We use our extensive presence across New Zealand and around the world to make and leverage domestic and global connections.

With our Crown entity partners we work collaboratively with other government agencies; local government; businesses; industry, sector, union and employer groups; consumer groups; Māori leaders; and scientists to develop and deliver fit-for-purpose policy, services, advice and regulation that support people, businesses, communities and regions to be successful.

As the lead agency for providing government services for business, we are focussed on making it easier for business to interact with government.

Our character

Shape We shape the agenda by challenging the status quo, and by generating and adopting new

ideas, to bring those ideas to life.

Collaborate We support each other, engage early and proactively partner in pursuit of shared goals.

Deliver We have a can do attitude, take ownership, act with purpose, urgency and discipline, take calculated risks, celebrate success and learn as we go.

Our structure

The Ministry comprises around 3,200 staff operating in New Zealand with a further 400 staff in overseas locations.

The Ministry has seven business groups: Building, Resources and Markets; Corporate, Governance and Information; Finance and Performance; Immigration New Zealand; Labour, Science and Enterprise; Market Services; and the Office of the Chief Executive.

The Investment Market Manager position reports into the Manager Investor Programmes in the Immigration New Zealand group.

The branches in this group are:

- Business Strategy & Governance
- Compliance, Risk & Intelligence
- Service Design & Performance
- Settlement, Protection & Attraction
- Visa Services

Position purpose

The Investment Market Manager is responsible for delivering the Migrant Investor Attraction strategy thereby (i) increasing the volume of high quality Investor Plus applications from target markets, and (ii) maximising the value that New Zealand derives from investor migrants – their capital, commercial expertise and international connections. The role is focused on working across NZ Inc. at a senior level and supporting appropriate private sector ‘partners’ to engage with and support investors, thereby maximising the value they can bring to New Zealand.

Key relationships

- Prospective investor migrants and investor migrant applicants
- Key staff across relevant NZ Inc. agencies, particularly offshore MFAT, NZTE, Education NZ, Tourism NZ staff.
- External stakeholders as and when required, including appropriate private sector firms, particularly those involved in the Capital and Financial Markets and facilitators of investor migration such as lawyers and LIAs
- Members of the Settlement Protection and Attraction Leadership team
- All managers and staff in MBIE including Visa Services management offshore and New Zealand and other appropriate INZ staff, particularly in the Business Migration Branch
- Staff in Minister’s office

Key accountabilities and deliverables

Responsibilities of this position are expected to change over time as the Ministry responds to changing needs. The incumbent will need the flexibility to adapt and develop as the environment evolves. This includes performing any other reasonable duties as required.

Key accountability or deliverable	Indicators of success
<i>Delivers quality results which contribute to the Ministry’s outcome</i>	The Investment Market Manager will be required to deliver results in the following areas: <ul style="list-style-type: none">• Develop and deliver on the strategy agreed by the INZ Director, with

Key accountability or deliverable	Indicators of success
	<p>particular focus on the key markets of assigned offshore region</p> <ul style="list-style-type: none"> • Contribute to the development of an overarching international and national strategy to give effect to the goals of the unit, as well as government goals and priorities; • Achieve or exceed stated overall targets for assigned offshore region – financial and value based; • The high level target for the assigned offshore region will be to deliver sufficient strategic, high impact Investor and Investor Plus approved applicants by 30 June 2018 that contributes to the assigned offshore region regional target e.g. 10 percent or NZ\$350million) towards the New Zealand Wide Investment Attraction Strategy target of NZ\$3.5billion, as overseen by the Investment Attraction Taskforce. • Client Relationship Management (CRM) – Maintain current and future investor attraction data and understand CRM analytics to support delivery of the strategy, regional targets, deliver governance and reporting requirements, business planning, and improve conversion rates. Maintain an in-depth understanding of the investor pipeline and the conversion process. • Taking a collaborative approach across NZ Inc. in assigned offshore region and with appropriate private sector stakeholders, drive and be part of (innovative) strategies and initiatives that deliver measurable outcomes for New Zealand. This will be achieved by having: <ul style="list-style-type: none"> ○ A close working relationship with NZTE and MFAT. This will be essential for the role to succeed. The IMM’s co-location with NZ Inc. in assigned offshore region will ensure close and formal coordination and cooperation with NZTE and MFAT efforts to attract investment from assigned offshore region. This will also ensure excellent communications. Regular updates to NZTE and MFAT will also ensure no surprises for NZ Inc. These reports will be shared with NZTE Trade Commissioners and MFAT Heads of Mission throughout the assigned offshore region as a means of ensuring seamless coordination between all NZ Inc. Agency efforts to attract investment. ○ As a result of the above, having a trusted, valued relationship with NZ Inc. Agencies which choose to proactively engage with the IMM and fully support the strategy and contribute towards INZ’s goal of attracting sufficient numbers of strategic, high impact Investor Plus applicants from the assigned offshore region to deliver regional targets. • While protecting the integrity of New Zealand’s immigration system, provide HNW investors with a high quality level of service that appropriately manages their investment and migration expectations • Actively work to raise awareness of New Zealand, in a targeted manner, as a destination for investment and migration; • Work in a range of channels that generate a pool of investor migrant prospects, with a focus on Investor Plus applicants; • Working closely with HNW Investors to convert them to investor applicants – submitting applications to the Business Migration Branch; • Be an active contributor to other NZ Inc. strategies. Working closely with NZ Inc. partners at a senior level across ASEAN – particularly NZTE staff and

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Key accountability or deliverable	Indicators of success
	<p>MFAT heads of mission - and constantly seeking to leverage joint opportunities to increase the volume and value of investment entering New Zealand;</p> <ul style="list-style-type: none"> • Leverage existing New Zealand private sector networks by working to support appropriate and bona fide private sector firms who are actively generating investor migration new business in the assigned offshore region; • Have a good understanding of the Investor Migrant policy while relying on team experts to manage in-depth policy and process questions; • Have a good working relationship with the Business Migration Branch (BMB) and as required, being in contact with BMB via New Zealand based colleagues to manage customer expectation and ensure that marketing/sales is aligned with operational delivery; • Regular reporting to the INZ Director against agreed goals/targets; • Active management of current and emerging risks; • Develop and deliver results orientated in-market strategies; • As a matter of course to provide frank, open advice on ideas, strategies, opportunities and risks to the Director and team managers;
<p>Budget and Planning</p> <p><i>Applies sound general financial management practices so that the business unit operates effectively and efficiently, and delivers agreed outputs to support achievement of SPA outcomes.</i></p>	<p>Market forecasting</p> <ul style="list-style-type: none"> • Development of the assigned offshore region market forecasts for investor migration areas (e.g. investments from various countries/ categories). <p>Resource modelling & planning</p> <ul style="list-style-type: none"> • Development of resource management plans and associated budgets - for the assigned offshore region Investor Attraction programme. <p>Business planning</p> <ul style="list-style-type: none"> • Develop annual assigned offshore region business plan and contribute to the development and delivery of an overarching global Migrant Investor Strategy <p>Performance Measurement</p> <ul style="list-style-type: none"> • Development and delivery of performance measures/KPIs agreed with the Director - for the volume and value of investment attracted from the assigned offshore region. <p>Budgets & financial planning</p> <ul style="list-style-type: none"> • Development of annual assigned offshore region budget - for the Investor programme.
<p>Safety and wellbeing</p> <p><i>Manages own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents, incidents and near misses</i></p>	<ul style="list-style-type: none"> • Manages own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents. • Ensures own and others' safety at all times. • Complies with relevant safety legislation, policies, procedures, safe systems of work and event reporting. • Reports all incidents/accidents, including near misses in a timely fashion.

Competencies	
Cultivates Innovation	<p>Shape the agenda, creating new and better ways for the organisation to be successful, by</p> <ul style="list-style-type: none"> • Coming up with useful ideas that are new, better or unique • Challenging the status quo • Introducing new ways of looking at problems • Generating and adopting new and creative ideas, and putting them into practice • Encouraging diverse thinking to promote and nurture innovation
Nimble Learning	<p>Actively learn through experimentation when tackling new problems, using both successes and failures as learning fodder, by</p> <ul style="list-style-type: none"> • Learning as we go, when facing new situations • Experimenting to find new solutions • Taking on the challenge of unfamiliar tasks • Extracting lessons learned from failures and mistakes • Being flexible and responsive to changes in requirements • Identifying personal learning opportunities • Finding own solutions where possible
Collaborates	<p>Support others, building partnerships and working collaboratively with others to meet shared objectives, by</p> <ul style="list-style-type: none"> • Working co-operatively with others across MBIE, the public sector and external stakeholder groups to achieve shared objectives • Balancing competing interests and priorities appropriately and in line with MBIE's priorities • Identifying, engaging early and partnering with relevant stakeholders to get work done • Crediting others for their contributions and accomplishments • Gaining trust and support of others. • Addressing behaviours that do not align with our culture • Seeking and respecting the views and opinions of others • Providing timely and helpful information to others across the organisation
Customer Focus	<p>Build strong customer relationships and delivering customer-centric solutions, by</p> <ul style="list-style-type: none"> • Gaining insights into customer needs • Delivering quality, accurate, timely service and customer focussed solutions • Identifying opportunities that benefit the customer and will improve service delivery • Building and delivering solutions that meet customer expectations • Establishing and maintaining effective customer relationships • Pro-actively partnering in pursuit of shared goals. • Actively seeking and responding to customer feedback
Action Oriented	<p>Take on new opportunities and tough challenges with purpose, urgency and discipline, by</p> <ul style="list-style-type: none"> • Readily taking ownership and action on challenges, without unnecessary planning, and being accountable for the results • Identifying and seizing new opportunities • Displaying a can-do attitude in good and bad times, and celebrating success • Stepping up to manage tough situations and encouraging my colleagues to do the same
Decision Quality	<p>Make good and timely decisions that keep the organisation moving forward, by</p> <ul style="list-style-type: none"> • Making sound decisions, even in the absence of complete information • Relying on an appropriate mix of analysis, wisdom, experience and judgement to make valid and reliable decisions • Considering all relevant factors and using appropriate decision-making criteria and principles, taking calculated risks where required • Recognising when a quick 80% solution will suffice, and when it will not • Analysing information to make effective decisions in order to improve performance
Organisational commitment and public service	<p>Role models the standards of Integrity and Conduct for the State Services Contributes to the development of, and helps promote and builds commitment to MBIE's vision, mission, values and services, by</p> <ul style="list-style-type: none"> • Willingly undertaking any duty required within the context of the position • Managing own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents • Understanding Equal Employment Opportunities (EEO) principles and the

application of these to MBIE

- Complying with all legislative requirements and good employer obligations
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Personal specifications

Skills and Experience

A proven track record of experience and achievement in:

- Demonstrated ability to think strategically across a range of issues and think and act laterally to manage current and future issues, risks and opportunities
- A track record of identifying and delivering on collaborative business opportunities, and clearly articulating outcomes – a proven ability to astutely identify opportunities that enhance the delivery of relevant policies, strategies and projects
- A proven target driven focus. The ability to drive solutions that deliver tangible outcomes – for the customer and the department
- Demonstrable knowledge of the New Zealand investment environment and capital markets, current and emerging investment propositions, and active relationships across sectors
- Understanding of the immigration system and acute awareness of the role of risk and the ability to effectively identify and manage risks proactively
- Ability to think strategically and manage time and relationships – across government and industry with others effectively for shared outcomes
- An understanding of the importance of contributing towards a healthy and dynamic team culture; A track record of successful stakeholder relationship management – across different locations, particularly across international locations
- Well-developed professional written and verbal communication abilities and strong presentation skills to a wide range of senior audiences
- Understanding of Government decision-making and operating procedure
- Ability to assess and resolve potentially complex problems quickly and effectively
- Active and astute budgetary management
- Ability to engage in clear sighted planning with experience engaging in process improvement activities
- The ability to gain and maintain a national security clearance as required
- Must be a NZ citizen or hold a residence class visa (if the role is located in New Zealand)
- Must have the legal right to live and work in the country in which this position resides (if the role is located outside of New Zealand)

Qualifications

- Degree level qualification in relevant subject, or similar is desirable though not mandatory
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