

ROLE SUMMARY

Role title:	Business Growth and Projects Advisor – Fixed-term
Reports to:	Head of Business Growth
Direct reports:	Nil
Date:	July 2026
Purpose of role:	The Business Growth and Projects Advisor position supports the Business Growth Team to deliver the MBIE Regional Business Partners contract. As well as their contributions to the initiatives of the Wellington Regional Economic Development Strategy by contributing to projects that support the growth and resilience of business across the Wellington region. The Advisor also supports the Business Growth Team to contribute to the wider Business & Innovation Division mission and assist the City Business Support programme with project co-ordination, business analysis and reporting. Responsible for the operational workflow and efficiency across the Business Growth Team and the City Business Support programme. Including stakeholder communications, administration, event management, and regular reporting for stakeholders. Relationship management with stakeholders, providers, clients and WellingtonNZ Marketing and Communications teams. This is a fixed-term role until 30 June 2027 to backfill the incumbent who is currently on an internal secondment during this period.

ROLE DESCRIPTION

Key responsibilities: specific actions, tasks or areas of responsibility this role will oversee.

Area of responsibility	Actions/Tasks
Operational workflow and efficiency	- Operational workflow champion for the Business Growth Team - Establish and embed new systems, tools and processes when service delivery models change - Lead workflow of business enquiries - Assess and qualify new business enquiries - Provide telephone and email-based support to businesses, assessing what immediate advice can be shared. This includes but is not limited to sharing information and resources, connecting businesses to mentors, courses, events, and services providers as appropriate - Enable the Business Growth Team to maintain a high standard of customer service by ensuring the customer lifecycle is handled as efficiently as possible - Deliver quality services and maintain a high level of customer satisfaction across all customer interactions to maintain a team NPS score of >+50 - Contribute to other Regional Business Partners contract KPIs as agreed with the Business Growth Team Lead.
Relationship management	- Proactively seek out, develop, and manage new resources, organisations, partners, and services providers aligned with general business support needs and opportunities - Develop and provide regular, effective communications to different audiences regarding business support available - Undertake and apply market research to identify business pain points, emerging trends and opportunities for targeted support. - Maintain effective, value-adding relationships with services providers and relevant partners and other organisations active in the general business support space

	• Foster, develop, and maintain a resources toolkit and a database of services providers and partners using the appropriate information systems (e.g. CRM) • Be the central point of contact for all new Service Provider's enquiries, Partner Organisation enquiries, and activity-related enquiries.
Project support and co-ordination	• Throughout the project lifecycle, responsible for supporting Business Growth Team related projects and initiatives with business analysis and project coordination • Provide project co-ordination, business analysis and reporting for the small business support service as part of the City Business Support programme key priority project) • Co-ordinate events and Business Growth Team activity delivery, including clinics, workshops, networking events, and other activities as required • Support content development for new enquiries, customers, associated Services Providers, and associated Partner Organisations as required • Coordinate with other Business & Innovation Division members, other WellingtonNZ teams (such as the Marketing and Communications Team), and external parties and organisations as required.
Operational support	• Co-ordinate regular reporting and status updates for the Business Growth Team as required, such as coordinating and collating reporting across the Division and sharing or escalating as appropriate • Support the Business Growth Team Lead with budget allocation requirements, responsibilities, tracking and reporting as needed across the Business Growth Team.
General	• Attend WellingtonNZ or industry networking functions as appropriate, noting some of these may be outside of your standard working hours • Additional support to the Business Growth Team Lead as required • Any other reasonable tasks as required.
Health, safety, wellbeing and compliance	• Take an active role in identifying and mitigating any health and safety risks to yourself and others. • While at work, take reasonable care for your own health and safety and ensure what you do does not negatively affect the health and safety of others.

- Comply, as far as you possibly can, with any instructions, policies, procedures or guidelines given by WellingtonNZ in relation to health, safety and compliance.
- Report any potential hazards or risks to health and safety or the environment as soon as is possible to take immediate action to minimise or mitigate these if it is not potentially harmful to your own health and safety.
- Initiate the necessary documentation required for offsite work (e.g. RAs) and ensure documentation is completed and signed off at least 48 hours prior to the activity beginning.

WellingtonNZ collaboration

- Maintain a “WellingtonNZ-wide” perspective with all of your work
- Consider how your role links and contributes to other areas of WellingtonNZ, and actively engage when required
- Communicate with fellow WellingtonNZ colleagues on work, initiatives and projects
- Actively collaborate and participate in WellingtonNZ-wide initiatives and projects.

Job outcomes: visible and measurable evidence of success in the role.

Outcomes/results	Target measure
To be determined with your manager and entered into the CultureAmp Goals module	
MBIE Contract KPI	• MBIE Contract KPIs are monitored and reported to effectively manage the work programme and expectations.

Project Board

- The project board for the small business support service is well organised, with regular reporting on progress, issues, risks and recommendations.

Competencies: specific skills, traits and competencies necessary to be successful in the role.

Competency	Description of competency
Functional skills and experience	• Confident and experienced in business needs analysis, relationship management, project and event coordination, sales or customer centric focused roles. • Competent administration skills, high attention to detail and accuracy, and daily use of the Microsoft Office suite. • Competent understanding of project management principles and methodologies. • Full, clean drivers licence beneficial but not essential.
Communication	• Communicates information confidently and clearly, adjusting the way they communicate to suit the intended audience.
Relationship Management and Customer Focus	• Able to review business or client needs and recommend solutions to improve the wellbeing and growth of their business. • Builds rapport quickly over the telephone or email, challenging thinking and uses good judgement to have a positive effect in the development of successful businesses.
Work Organisation	• Excellent time management, well organised, and able to prioritise your own work; to achieve high quality and timely output. • Results-focused with demonstrated experience working to tight deadlines. • Experience supporting and meeting sales targets and pipelines is desirable.

Initiative, Analysis and Problem Solving

- Uses relevant information in analysis of and applies reason to reach conclusion from which practical recommendations are made.
- Demonstrated problem solving and sound judgement.

Teamwork

- Collaborates and consults in order to get a task done.
- Establishes and maintains relationships as appropriate and contributes to the achievement of objectives.

Creating a vision

- Understanding the strategic context
- Challenging the status quo
- Accepting challenges
- Committing to the vision.

Leading with purpose

- Living our values
- Having the courage to question and speak up
- Adapting your style to meet individual needs.

Making things happen

- Giving timely and constructive feedback
- Staying close to the issues
- Collaborating for better decision-making
- Recovering quickly from setbacks.

Building an awesome team

- Valuing uniqueness and differences in others
 - Trusting others
 - Sharing information, collaborating and helping others.
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Being authentic and inclusive

- Recognising your own strengths and areas for development
- Asking for and responding positively to feedback
- Questioning and challenging others with respect
- Owning your mistakes.

Values: our purpose and values which bring to life WellingtonNZ's aspired culture.

Purpose	To make the Wellington region thrive as a place to live, visit, study, work, do business, and invest
Better together	• We are collaborative • We back each other • We celebrate our differences and experiences • We create and share ideas together • We focus on teamwork and empower individual brilliance
Passionately curious	• We are brave • We think differently and give it a go • We seek to understand before being understood • We embrace the possibilities of tomorrow
Choose joy	• We bring and share joy in our work everyday • We celebrate our wins and learn from our losses • We have fun and get the mahi (work) done • We give praise and recognition