

POSITION: School Relationship Manager

DEPARTMENT: Education & Engagement

PRIMARY PURPOSE:

The role of the Schools Relationship Manager is to build a positive working relationship with schools, their communities, and schools IT providers, ensuring that all schools and their teachers and students have access to, and are effectively using, N4L’s range of products and services.

OPERATING PRINCIPLES: How we all choose to behave at N4L



We care

About all people and what we do



We’re smarter together

Through partnership, participation and protection



We’re curious

We have an eye on the future and an openness for change



We value your voice

We listen to learn



We do what we say we will

With integrity, accountability and respect

LEADERSHIP COMPETENCIES:



People

Collaborates



Results

Drive positive outcomes for customers



Thought

Customer-centric



Self

Nimble Learning & Self Development

COMPETENCIES:

Relationship Development

- Ability to get on with people at all levels and listen to and identify their issues and needs
- Teamwork and leadership skills with a passion to support the customer

ICT / Education Sector Experience

- 5+ years IT and/or education sector experience
- A high level of understanding and passion for learning about technology and how it can enable 21st-century learning;

Cultural Awareness

- A commitment te Tiriti o Waitangi and te ao Māori world view;
- Knowledge of, and commitment to developing understanding of te reo Māori

KEY ACCOUNTABILITIES:

Love the customer:

- Establish and maintain strong relationships with the principal, IT leads in the school, and the IT providers serving the school, with the expectation of developing both higher levels of satisfaction with and future opportunities for N4L;
- Always be on hand to take immediate questions, allay concerns, and liaise with the school to resolve customer support issues;
- Attend to all enquiries and issues in a way that reflects the maxim "Love the customer";
- Effectively manage schools expectations;
- Effective case management.

Develop and execute the regional engagement plan:

- Regular regional travel is a requirement of the role, this includes overnight trips within (but not limited to) your management territory;
- Ensure efficient journey planning and call time management to ensure that the agreed call frequency and level of service is provided to the schools;
- Present on behalf of N4L at regional conferences, CoL and principal association meetings;
- Maintain the list of key contacts and their roles and responsibilities by school;
- Maintain the new business /opportunities pipeline by school;
- Prioritise and close the identified opportunities;
- Meet set individual, school engagement and company KPI targets.

Engagement with ICT providers to the schools:

- Maintain a positive relationship with N4L's ICT providers in your region;
- Engage in regional events with ICT providers to drive community understanding of and the use of N4L's products.

Health & Safety:

- Individual:
 - You must take reasonable care of your own health, safety and wellbeing and take reasonable care that others are not harmed by something you do or don't do. You must also actively engage in all aspects of the organisation's health, safety and wellbeing plan, including identifying risks, investigating incidents and taking part in training and ongoing planning;
 - Ability to drive in New Zealand (Full NZ drivers license).
- Committee member:
 - Provide leadership to SLT, Managers and Employees to collectively create a workplace where health, safety and wellness takes priority. Responsible for managing the health, safety and wellbeing system, policies and processes to achieve continuous improvement. Ensure the business is legally compliant with all health and safety legislation.