



Hub Lead (Business Onboarding)

Specifics

Reporting to

Customer Relationships Value Lead (Business)

Practice/ Team

Business Customer Hub

Business Service

Customer Relationships

Date

October 2024

Welcome

We're committed to making energy cleaner and cheaper for Aotearoa New Zealand.

Our Retail structure is made up of a network of empowered teams, united by a shared purpose and clear goals, equipped with the skills and capabilities to deliver value to customers end to end.

The way we work is just as important as the work itself. Alongside our Meridian Values, we are guided by three key behaviour shifts: 'Make people awesome', 'Set your compass on customers' and 'Progress over perfection'.

Responsibilities

- **Performance Management:** Drive performance outcomes within the Home Energy Support Hub, contributing to the delivery of home value stream objectives and key results
- **People Leadership:** Lead, mentor, and develop Energy Specialists, fostering a culture of continuous improvement and capability enhancement through effective coaching.
- **Operational Expertise:** Provide operational guidance and expertise across diverse activities to deliver comprehensive customer solutions.
- **Customer Relationship Management:** Build and maintain strong relationships with business customers, ensuring their energy needs are met through exceptional service and engagement.

Role Purpose

- The Business Onboarding Hub Lead is responsible for ensuring exceptional end to end sales and customer support outcomes and performance results for business customers in the first 90 days of the customer lifecycle, in alignment with the Business Value Stream strategic priorities
- Focused on building people capability within the business hubs to ensure the hub environment is highly empowered, growth mindset focused, engaged and filled with motivated self-leaders.
- Continuously building diverse skills to support customer needs and add value to our business across the domains of sales and service excellence, operational activity and expert knowledge of our products and propositions.

Skills and Experience

- **Sales and Service Leadership:** Proven experience as a sales and service leader, with a strong track record of driving performance and achieving results
- **Coaching and Development:** Demonstrated ability to coach and uplift the capabilities of team members, fostering a high-performance culture and development of both inbound and outbound sales craft
- **Energy Industry Knowledge:** In-depth understanding of the energy industry, including market dynamics, customer needs, and regulatory considerations.
- **Customer Engagement Skills:** Strong relationship management skills, with the ability to effectively engage and communicate with diverse stakeholders.
- **Technical Proficiency:** Expertise in providing technical sales and service support for complex account structures, with strong problem-solving abilities.





Customer Hub Lead

As a Hub Lead, I am

- A leader focused on building and sustaining a high-performing team culture with a strong emphasis on delivering exceptional customer experiences
- A developer of team capabilities, tools, and processes to ensure the team consistently meets or exceeds customer service expectations
- A leader who aligns the Hub's efforts with value stream objectives, ensuring that customer experience remains a top priority

And, I am not

- A purely operational manager focused solely on day-to-day task execution without attention to strategic team development
- A passive overseer with limited involvement in the continuous improvement of tools, processes, or team capabilities.

Role Purpose

Leads a Customer Hub Team to deliver quality sales & service outcomes to customers via their channel. Manages performance of team members and ensures quality of interactions.

Structure

Hub Teams are aligned to the Home and/or Business Value Streams and have a customer journey focus: connecting all 'the work' in an aligned sales, service and credit function based on customer needs and moments of truth

Subject matter experts from Customer Hubs may be borrowed and embedded into Value Stream squads each quarter.

Skills and Mindsets

Subject matter expertise

- Deep knowledge of customer relationship management practices
- Expertise in developing and utilising tools and frameworks to enhance customer experience
- Understanding of customer behaviour, needs, and preferences across various channels

Individual skills

- Strong leadership and team-building capabilities
- Excellent communication and interpersonal skills, with the ability to inspire and motivate the team
- Proficiency in planning, particularly in aligning team efforts with customer goals
- Ability to drive continuous improvement in service delivery and team performance

Mindset

- Customer-centric, with a strong commitment to prioritising customer experience in all team activities
- Growth-oriented, with a focus on developing the team's capabilities and continuously enhancing ways of working
- Collaborative and results-driven, ensuring alignment with broader business objectives while fostering a positive and high-performing team culture

Key Responsibilities

Drive Team Capabilities & Performance

- Provide high-quality and timely services to customers
- Set clear and measurable goals and targets
- Support the professional growth of team members and individuals
- Focus on building healthy team dynamics to foster high performance

Continuous improvement

- Regularly assess team processes, tools, and methods, seeking opportunities for innovation and efficiency improvements
- If applicable, establish feedback loops with customers to identify areas for service enhancement and process optimisation
- Promote a culture of experimentation where team members are encouraged to test new ideas and approaches to improve service delivery or customer experience.

Developing Customer Centered culture

- Instill a strong customer-centric mindset within the team, ensuring that every action and decision is made with the customer's experience in mind
- Act as a champion for the customer experience within the organisation, advocating for changes and improvements that benefit customers, through strong feedback loops and engagement with the value stream squads

