



Customer Relationships Value Lead (Home)

Specifics

Reporting to

Head of Customer Relationships

Practice/ Team

Customer Relationships - Home 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'.

Role Purpose

To lead the Customer Relationship Hub teams within the Home Value Stream, driving the execution of performance outcomes for service & sales delivery.

Using extensive electricity industry/supply chain knowledge and deep leadership experience to provide outstanding value delivery from Home customers, alongside capability planning and development of the Home Hub Leads.

Translating strategy into clear action for a high-performance culture across Customer Relationships and the entire Home Value stream.

Actively participating in Value stream planning and ceremonies to drive delivery and ensure focus on outcomes.

Responsibilities

- Develop and lead a comprehensive delivery plan for the Home value stream to ensure we achieve Retail's strategy and growth ambitions in alignment with QBR planning and priorities
- Actively contributing member of the Customer Relationships Leadership Team and Home Value Stream Value Delivery Group.
- Identify opportunities to create value for Home customers through the uptake of new energy products and propositions and enhancements to customer experience.
- Work closely with the Home Value Owners to keep informed and up to date with activity that may impact the Home Customer Hub team and identify improvement opportunities for our customers.
- Responsible for driving the performance of the Customer Hubs within the Home Value stream
- Oversee the delivery of the Home Value Stream sales & service outcomes through leading the Home Hub Leads and their people.
- Ensure the Home Hubs have the right capability and training plans to ensure we make our people awesome, improve outcomes for our customers and drive performance/productivity.
- Working collectively with the Customer Relationships leadership team to build aligned outcomes.
- Helping create a highly empowered environment and culture within the customer hubs.

Skills and Experience

- Experienced People Leader who can drive exceptional business performance through capability planning and development of people and people leaders.
- Exceptional customer relationship skills with experience managing a high performing ecosystem across operations, sales and service.
- Strong customer negotiation and resolution skills.
- Credibility and influence with senior and executive leaders and ability to shape direction of products and services.
- Highly collaborative team player.
- Curious mindset with excellent communication and analytical skills.
- Commercial & Industry Acumen
- Proven track record of service/sales/operational leadership
- Deep understanding of decarbonisation based energy solutions and multibrand products & propositions
- Ability to curate progression and value pathways in T-shaped people in T-shaped teams





Customer Relationships Value Lead

As a Customer Value Lead, I am

- A senior leader focused on building and sustaining an empowered, high-performing team culture with a strong emphasis on delivering exceptional customer experiences and value stream outcomes
- A developer of team capabilities, tools, and processes to ensure the team consistently meets or exceeds customer service expectations
- A visionary leader who aligns the Hub's focus with Business Value Stream objectives, ensuring that customer experience & performance 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

- Cultivate a high-performing team culture focused on delivering exceptional customer experiences and strong commercial outcomes
- Develop and enhance team capabilities, tools, and ways of working to continuously improve customer experience
- Ensure alignment of the Hub's activities with business and customer goals
- Translate strategic priorities into actionable plans, fostering a collaborative environment that enhances customer engagement and operational efficiency that ensures alignment across the entire value stream, reinforcing our commitment to exceptional service and driving measurable results.
- Support the professional growth and development of team members to ensure sustained excellence in customer relationships
- Inspire cross-functional teams that champion a culture of excellence,

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
- Commercial acumen that supports exceptional decision making related to high value commercial and industrial customers

Individual skills

- Strong leadership and team-building capabilities
- Excellent communication and interpersonal skills, with the ability to inspire and motivate the team through vision
- 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

- 1- Instrumental in steering the execution of performance outcomes across service and sales delivery, ensuring that our organizational objectives are met with excellence and innovation.
- Provide high-quality and timely services to customers
- Set clear and measurable goals and targets for the team
- Ensure that quality standards are understood and consistently maintained by the team
- 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
- Establish feedback loops with customers to identify areas for service enhancement and process optimization
- 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 organization, advocating for changes and improvements that benefit customers

