



# Hub Lead (Strategic Energy)

## 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'.

## Role Purpose

Leading a Customer Hub of Strategic Energy Partners, Business Development Managers and working closely alongside Technical Sales Engineers.

Deliver innovative energy solution outcomes while fostering deep, strategic relationships with high-value customers, including SME, Agri, large corporate, commercial, and industrial accounts.

Focused on ensuring the Strategic Energy Hub collectively delivers on Business Value stream outcomes around growth through decarbonisation products and propositions.

Driving sales performance, technical solution design, customer relationship management for retention and sales pipeline growth and business development, based around current and future energy needs

## Responsibilities

- **Strategic Sales Performance Management:** Lead the sales team in achieving targets for upselling new energy solutions, ensuring a high-performance culture based on QBR priorities
- **Strategic Customer Relationship Development:** Ensure the hub build and maintain deep relationships with high-value customers, acting as a trusted advisor to understand their energy needs and propose suitable solutions
- **Portfolio Management-** Oversee the effective account management of Meridian's high value/strategic customers and ensure needs are understood and opportunities are leveraged to deliver new energy solutions.
- **Contract and Pricing Negotiation:** Help Lead discussions and negotiations with Meridian's strategic/high value clients regarding contracts and pricing, ensuring clarity and mutual agreement on terms.
- **Business Development Initiatives:** Identify new market opportunities and lead initiatives to expand the company's reach within the energy sector, fostering innovation and collaboration
- **Commercial Acumen-** Managing the right commercial outcomes that unlock customer and business value

## Skills and Experience

- Deep understanding of the Energy Industry related to business, commercial and industrial usage needs and acumen in navigating complex contracts and pricing discussions.
- Proven track record in leading sales teams and driving performance, with experience in developing and executing sales strategies that generate pipelines for new energy solutions.
- Extensive experience in managing and nurturing relationships with key stakeholders in large corporate, partners, commercial, and industrial sectors.
- Demonstration of exceptional negotiation and sales presentations with customers that drive the right customer and commercial outcomes
- Strong background in identifying and pursuing new business opportunities, with a focus on long-term growth and strategic partnerships.
- Portfolio Management: Experience in overseeing a diverse customer portfolio, ensuring tailored approaches to meet individual customer needs and business goals.
- Analytical Skills: Ability to analyze market conditions and customer requirements to inform strategic planning and decision-making.





# 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

