



Business Development and Client Relationship Coordinator

Reports to: Head of Immersive Experiences
Location: Miramar, Wellington

Role Purpose

The purpose of this role is to work with the Immersive Experiences (IE) leadership team to continue to grow the division into a multi-project, internationally renowned provider of unique and groundbreaking location-based experiences.

There is strong focus on the Middle East and China markets – with responsibility to help establish, develop and maintain relationships with a portfolio of key clients within the immersive experience industry in those markets

Some travel may be required to accompanying the IE leadership team on business trips to China; managing trip schedules, facilitating client meetings, and providing on-the-ground coordination and translation/interpretation.

Key Accountabilities & Outcomes

- Work with Head of Immersive Experiences to build and maintain key customer relationships with high-level decision makers- communicating with current and potential clients to understand their needs and explain the services and value we offer.
- Identify and create new business opportunities.
- Under the guidance of the Head of Immersive Experiences reach out to existing and new potential clients, to help build relationships, evaluate opportunities and secure more work, including:
 - Responding to RFPs
 - Vendor registration
 - Client and stakeholder liaison
- Maintain updated knowledge of key client & sector company products and services.
- Works closely with the Immersive Experience project teams to ensure they have all relevant information and are delivering to client requirements.
- Facilitate communications between client and Wētā Workshop's project team on the status of each project, ensuring an optimal, collaborative experience throughout.
- Facilitate all administrative duties required for project execution, including but not limited to, quotes, agreements, invoicing, and internal and external communications, accurately and in a timely manner
- Identify industry trends within the China and Middle East markets
- Maintaining and updating marketing materials for the China and Middle East markets market.
- Provide accurate and nuanced interpretation during meetings across commercial, creative, and technical discussions, ensuring clear communication and alignment between multilingual stakeholders.
- Preparing opportunities reports, BD pipeline reports, and BD budget tracking reports to advise senior management on upcoming opportunities, potential red flags, and matters requiring attention.
- Tracking opportunity status and keeping clients, vendors, and internal teams informed of progress and any changes to scope of work.
- Accompanying leadership on business trips to China; managing trip schedules, facilitating client meetings, and providing on-the-ground coordination and translation.

Health, Safety, and Well-being

- Follows all health, safety, and well-being rules, procedures, and instructions. Takes reasonable care to look after their own H&S at work and the H&S of others.
- Champions excellent health, safety and wellbeing practices.

Qualifications & Experience

- Three years plus experience coordinating business development activities.
- Experience coordinating business development activities, commercial proposals, and client engagements, including preparation and management of contracts, NDAs, quotes, and project administration paperwork.
- Strong entertainment industry knowledge/experience.
- Strong client relationship management experience, including working with senior stakeholders and maintaining long-term partnerships.
- Experience supporting or coordinating complex international projects, including timelines, client meetings, budgets, deliverables, documentation and on-the-ground business engagement activities.
- Experience in market research, opportunity tracking, and reporting to senior leadership on pipeline status and commercial opportunities.
- Experience supporting pitches, presentations, and marketing materials for clients and business development purposes.

Desirable experience

- Experience in location-based entertainment, immersive experiences, themed entertainment, design production, or related creative industries would be highly advantageous.
- Knowledge of both China and Middle East immersive experience markets

Skills & Competencies

- Demonstrated ability to interpret and translate between English and Mandarin in professional business settings, including meetings and documentation.
- Familiarity with Chinese business culture and experience working with Chinese clients or partners.
- Ability to work across commercial, creative, and technical teams, ensuring smooth communication and project alignment.
- Strong communication and stakeholder management skills, with the ability to respond to client needs, resolve issues, and coordinate solutions internally.
- Demonstrated attention to detail, thoroughness, organisational skills (including project administration, reporting and budget tracking) and the ability to analyse information and write professional-grade correspondence.
- Proficient working knowledge of Microsoft Office Suite and Apple IOS Suite
- Resilient and adaptable to work effectively in high-pressure situations, prioritise effectively and meet deadlines
- Ability to effectively present information in one-on-one and small group situations to the general public and other employees of the organisation.
- Ability to work with and maintain confidential and company sensitive information.

Key Working Relationships

Internal

- Immersive Experience team
- CEO
- Finance team
- General Manager – Creative Services
- Manufacture leaders and crew

External

- Clients
- NZTE China
- NZTE Middle East
- Vendors/subcontractors/subconsultants

Change to Job Description

Completed on: 1/05/2026 Review Date: 1/05/2027