Position Description

Role Overview	
Position Title:	Business Development Manager – Network Extensions and MDU
Reports To:	Head of Sales
Location:	Christchurch
Date:	September 2021

Why Enable?

As a locally owned business, we aim to reflect the wider diverse community that we serve. At Enable, inclusion and diversity are at the centre of what we do, and one of our four core values is to 'Show the Love'. It determines the way we think, who we employ and how we work together and with our community. We encourage our people to bring their authentic selves to work, creating a safe, inclusive and innovative environment for our people and our customers.

Enable would be nothing without the passion our people have for the work we do. We believe in empowering our team and giving them the tools, they need to 'Smash Boundaries' and create new outcomes that delight our customers. So, why would you want to become an Enable person? We're working on some great initiatives for our community, but we also look after our people too.

Enable is a living wage employer and offers a benefits package including a fibre broadband allowance, wellbeing and sustainability allowance and an extra day off per year to attend volunteer days, for your birthday or just to relax! We believe our people do their best work where, when and how it suits them, so our flexible working arrangements are as flexible as they can get.

Alongside our owners, the Christchurch City Council, we are committed to being net carbon neutral in our operations by 2030. We also want to operate our business in a sustainable way so future generations can continue to thrive. Our office is rated a green star 5 and we're investing in smarter tools and systems to reduce our waste and resource consumption.

We enjoy every moment that we spend '***Connecting our Community with Unlimited Opportunity'.***

Enable Fibre broadband allows people to connect like never before, and here at Enable we don't just believe in connecting people with the world online – we believe in connecting with the people of our community. We are committed to helping make Christchurch a better place for our community to connect, live, work and do business. We strive to be customer-led, understanding the unique needs of our customers and wider community, 'keeping it simple and fresh', and working together to deliver experiences that delight, and build trust – after all, here at Enable we 'own the experience'.

Purpose of this Role

As the Business Development Manager, you will drive leads for the generation of new network expansion, prepare business cases and secure new greenfield development opportunities regarding Multi Dwelling Units (MDUs). This will involve developing and managing a base of customers while building mutually beneficial relationships with Developers, Surveyors, Councils, Group Housing Companies and Large Commercial/Residential building owners/developers that leads to Enables success through achieving strategic growth aspirations.

Key Relationships	
Within Enable:	→ Network Delivery Team → MDU Planner and Coordinator → Commercial team → Wider Enable business
Major External Contacts:	→ Relevant third parties

Key Dimensions of Role	
Number of Reports:	→ Nil
Expenditure Authority:	→ As per the delegation of authority policy
Other: (e.g. Sales Revenue / Margin Target / Volume Indicators etc.)	→ Nil

Decision Making Authority	
Decisions Expected:	→
Recommendations Expected:	→ Business cases and documentation meet Enable commercial standard.

Key Responsibilities	

Business Outcome:	Key Responsibilities:	KPI:
Business Development	→ Work with and assist the Commercial team to create a 'go to market' strategy to win new business and expand the Enable network. → Support the Commercial team to execute a greenfield developer strategy that secures in zone and out zone success at maximum profitability → Research, identify, and secure new development and growth opportunities. → Identify and support the acquisition of commercial/residential sites (Malls, Apartment Buildings, learning institutions etc). → Produce and deliver presentations and devise commercial offers that meet standards and win business	→ Total Revenue vs FY KPIs → Target baseline per-lot price achieved → Number of network extensions/MDUs lots secured vs annual KPI → Approved network extensions/MDU strategy by exec/board → BDM pipeline maintained and success ratio met → Number of agreed customer contacts achieved → Number of key commercial sites secured in both in zone and out zone – none lost to Chorus in zone → Capture and track business development opportunities funnel and activity.

	→ Identify and win new business development opportunities.	→ Business cases and documentation meet standard
Relationship Management	→ Call plan created and maintained for assigned customers (Developers, councils, group housing companies, large commercial/residential landowners, Government agencies (Kainga Ora etc.) and wholesale fibre network suppliers). → New and upcoming growth opportunities are captured in advance and Enable is selected as the preferred supplier → Ensure lead information is consistently used and up to date covering all current, past, and upcoming key interactions with assigned customers. All customer details business wide is stored and actively managed to maintain accuracy, accessibility. → Provide support and contribute to create industry events to promote and educate customers of the benefits of working with Enable	→ Information is up to date, accurate and maintained across allocated customers → Number of agreed new lots secured → No customer escalations received → Call plans are met or exceeded with customer contact → Excellent relationship and exceptional operational and commercial outcomes delivered. → Satisfaction survey
Solutions Design	→ Work with internal teams to create connectivity assessments and evaluation of best fit network access to identified opportunities → Participate in any customer experience initiatives and support the projects as and when required.	→ Connectivity options meet Enables network architecture standards → Customer build and acquisition projects achieve agreed deliverables → Timely resolution of customer issues → Operational Excellence and exceptional customer experience → Cost effective solution delivered
Project Delivery Support	→ Work with the build team in project handover and delivery to ensure delivery meets customer expectations → Support the build team with any client or design relevant project delivery issues and assist in resolving any escalations that may arise → Tackle debt/billing issues in pragmatic & clear manner with customers → Undertake and/or manage special projects/initiatives naturally falling with BD and solution side business quadrant as/when required. → Undertake continuous improvement projects when required.	→ No contractual or service breaches → Customer build projects achieve agreed deliverables → Internal Enable relationships are positive → Any escalations managed to positive outcomes → No debt or non-payment issues → Positive representation of the BDM team at project meetings and initiations.
Commercial	→ Support the Commercial and Operations teams to create and deliver business cases where required that meet business requirements	→ Business cases are of acceptable quality to allow for approval under all other considerations → Any commercial offers meet Enable risk and commercial thresholds

	→ Where required work with Enables legal team to ensure contracts meet Enable and customer needs for mutually beneficial outcomes → Work with the wider Enable teams to create and drive business cases and solutions in a timely manner → Ensure all Enable and customer confidential information is managed securely. Processes and/or education undertaken to limit risk.	→ No data breaches
This position description is not intended to be a complete or limiting description of the functions that may reasonably be requested to undertake.		
Key Challenges for the Position	→	

Other Relevant Information	
Health, Safety and Wellness:	→ Demonstrate a commitment to continually improving health, safety and wellness performance. → Allocate the necessary human and financial resources to achieve operational and strategic goals.
Continuous Improvement:	→ Seek out ways to continuously improve and own the experience by taking charge and making great happen. → Participate enthusiastically and positively in improvement initiatives.
Statutory / Compliance Responsibilities:	→ Safeguard Enable from legal/reputation risk by complying with all relevant statutory, regulatory, contractual, and legal requirements and standards. → Comply with all of Enable's requirements and policies including the enforcement of internal controls and delegated authority rules. → Know and monitor compliance and advise the CEO and General Counsel on any risk and ensure agreed mitigation plans are in place and actioned.
Diversity & Inclusion	→ Foster a culture that embraces diversity, capability, inclusion and trust for Enable People and community. → Each one of our Enable People bring with them a diverse set of perspectives, work and life experiences, as well as religious and cultural differences. The power of diversity can only be unleashed, and its benefits reaped when we recognise these differences and respect and value each other irrelevant of our backgrounds. → Challenge your thinking and biases with others who will have different experiences and opinions, in order to drive more robust and collaborative outcomes → Enable People work in diverse teams, making for a safe, inclusive and innovative environment.

Person Specification	
Formal Education	→ Relevant tertiary and/or industry qualification(s)
Specialist Training and Experience	→ Relationship building 'hero': effortless ability to establish and develop key stakeholder relationships → Telco Pre-Sales Solutions and/or Project Management and/or construction sector exposure → Great commercial acumen - understands the financial and commercial success drivers of corporates → Issue management and resolution capability → Confident ability to present to varied groups – from community groups, construction sector audiences, governance level, developer and landowners or key staff at councils etc. → Optical fibre technical or construction knowledge an advantage. → Track record of sustained business development and revenue growth → Known industry profile; key construction / community engagement profile → Core business development professional experience → General understanding of marketing and campaign execution → Experience working with Finance teams using standard business case input measurements (NPV, IRR, WACC etc.)
Specific Knowledge, Skills and Attributes	→ Solid engagement and presentation skills → Confidence to represent Enable in any business development or brand opportunity → Team player, with individual performance drive → Determined 'go getter' – driven by customer and business outcomes → High attention to detail