

Business Development Manager



The Business Development Manager works to connect our science and scientists to government, industry and communities, seeking to strengthen the positive impact and revenue from applying our science to those who benefit from it. Working in partnership with GNS Science scientists, the role is part of the Business Partnerships team who are charged with developing new business opportunities, enhancing existing business opportunities and key relationships.

Reports to:	Business Partnerships Team Leader
Department:	Commercial and Business Partnerships
Group:	Research Strategy and Partnerships
Tenure:	Permanent
Location:	Avalon
Direct reports:	Nil
Budget:	Nil
Career Path:	Corporate
Job Family:	Business Performance
Career Step:	
Date:	April 2024

Position priorities and responsibilities

In the role, you will develop and support deep relationships with commercial and industrial organisations, government bodies and aid agencies to better connect science with end-user needs and drive greater impact from scientific research. You will also support science product development and commercialisation for impact.

- Develop close relationships and partnerships with a portfolio of potential and existing major clients and stakeholders across the GNS themes.
- Develop close relationships with scientists to ensure each understands the other's work, and to enable our science teams to partner effectively with clients.
- Work closely with leadership teams in the Science Group to align business development activities with the overall strategic direction of the organisation and to identify opportunities for productisation.
- Support product development, commercialisation activity and strategic initiatives.

Business Development and External Partnering

- Identify and support commercial opportunities to secure new clients and revenue, both within New Zealand and internationally.

- Work with internal partners to shape the scope and commercial terms for new projects, ensuring fit-for-purpose commercial structure, pricing and margin, and risk mitigations.
- Develop and implement account development and management plans for the assigned portfolio of significant clients.
- Engage with current and prospective clients, including in-person visits and attendance at key industry and stakeholder events.
- Work closely with GNS Science scientists and managers to deliver science-led solutions to existing and new clients, both within New Zealand and internationally.
- Establish credibility as a trusted advisor both internally and externally.
- Establish deep partnerships with significant clients and stakeholders, leading to GNS Science being the first port of call when trying to solve for challenges involving the earth's structure and processes.
- Contribute to ensuring that research funding is well integrated with commercial activity, and that commercial relationships help inform the impact pathway of research funding.

Business Partnering - Internal

- Understand GNS Science's long-term roadmap and strategy, as well as annual priorities.
- Develop a fluent understanding of GNS themes to better identify and evaluate opportunities, and capably represent GNS Science.
- Establish credibility as a trusted advisor to GNS Science staff to ensure strategic business development/revenue creation decisions are being made and to actively contribute to the strategic direction of the business.
- Contribute to business planning and budgeting for business development activities, including advising on the preparation of budgets and forecasts.
- Maintain, improve and champion the Business Partnership Team Customer Relationship Management System (CRM).

Contract Management

- Work within contract pricing methodologies.
- Work closely with scientists, Legal Department and other supporting teams to develop and negotiate contract proposals for commercial work and prepare responses for tenders.
- Oversee commercial contracts to ensure GNS Science's meets its contractual and reporting obligations.

Stakeholder Relations

- Work closely with internal peers, Theme Leaders, Management and scientists to identify commercial opportunities and secure new clients and revenue, both within New Zealand and internationally.
- Foster and develop strong and positive relations with new and existing significant stakeholders and clients.
- Share information and insights with relevant internal stakeholders and ensure key information is captured and shared in the Customer Relationship Management (CRM) system.
- Work with Communications staff to develop and implement appropriate marketing material and campaigns.

Team Work

- Work effectively as a member of the Business Partnerships Team to support other team members and provide coverage for clients and wider team responsibilities.

- Meet the internal communication and reporting obligations of the team.
- Contribute to internal business process, CRM system development, reporting and business analytics activities.
- Support a positive culture and morale within Team GNS.

Responsibilities of all staff

- Comply with all GNS Science policies and procedures.
- Contribute to making GNS Science a healthy and safe place to work by complying with the responsibilities and accountabilities outlined in the Health and Safety Management System Framework.

The responsibilities of this position will change over time to respond to changing needs. The incumbent will need the flexibility to adapt and develop as the company and its environment evolves.

Key working relationships

Internal:

- Commercial and Business Partnerships team, Theme Leaders, Science Department Managers, General Manager Research, Strategy and Partnerships, Research and Contracts Departments, Science Team Leaders and teams, Legal Department, Finance Department, Project Management Office, Māori and Stakeholder Relations Group.

External:

- New Zealand government ministries and departments, commercial organisations, regional and local government authorities, other Crown Research Institutes, Iwi, Māori organisations and companies, international companies, governments and ministries.

Person specification

Skills, knowledge and attributes

- Demonstrated commercial acumen, client focus and experience in shaping effective commercial projects.
- Demonstrated ability to identify and develop commercial opportunities, including products and services.
- Ability to open new doors and build effective working relationships.
- Strong Account Management skills, including experience utilising Customer Relationship Management (CRM) tools.
- Practised at negotiating and closing commercial deals.
- Proven analytical and problem-solving skills.
- An ability to quickly establish trust and credibility with stakeholders inside and outside of the organisation.
- Excellent written and oral communications skills, including the ability to shape clear and compelling commercial documentation (including Proposals, Relationship Agreements, MOUs, contracts).
- High level of accuracy and attention to detail.
- Effective ability to prioritise workload and manage time to agreed focus areas.
- Able to manage and drive activity through times of ambiguity and/or barriers.

- Willing to develop build and maintain effective relationships with Māori, respecting obligations under Te Tiriti of Waitangi and engaging appropriately with Māori taking into consideration tikanga (customs) and kawa (protocol).
- An ability to quickly establish an understanding of the science and research that will underpin commercial activity.
- Genuine interest in connecting science with end-user needs and drive greater impact from scientific research.

Experience

Essential:

- At least 3 years' experience in business development or a similar market-facing discipline.
- Demonstrated commercial acumen and experience in developing commercial business through services and / or products.
- Proven experience building relationships with strong influencing skills.
- Have knowledge of or experience working in a science led field, preferably in earth or environmental sciences.
- Writing proposals, business cases and presentations to executive teams and/or governance boards.
- The ability to learn new technical areas to a satisfactory level to gain credibility with stakeholders (internal and external).
- Be able to regularly travel domestically and possibly internationally.

Desirable:

- Experience developing commercial business in areas related to the research or science sector is highly desirable.
- Product development and commercialisation experience.
- Experience in innovation tools and techniques.
- Experience working with Iwi or Māori organisations or other indigenous groups.

Qualifications

Essential:

- Tertiary qualification in earth or environmental sciences, business, marketing or other relevant discipline, or equivalent experience in business development.
- Full driver's licence.

Performance Dimensions

At a high level, GNS Science recognises six **Performance Dimensions**: three relate to technical capability, one relates to leadership (if applicable) and two relate to the *way we work*. Below are the general expectations that are the minimum standards expected of all staff. There are also expectations that specifically relate to the career step associated with the role; you can find these on GNS Online.

Technical capabilities

Scope, complexity and innovation

- Enduring commitment to maintaining and developing skills and knowledge in area of expertise.
- Both the ability and desire to apply appropriate rigour, principles and practices to deliver quality work in a cost-effective manner.
- Acts in a manner that conveys high personal and professional standards.

- Open to coaching and feedback – incorporates suggestions to find better ways of doing things (to improve own and GNS Science performance).

Contribution to GNS Science / profession

- Establishes and maintains effective and collaborative working relationships – with colleagues and external individuals and groups.
- Both the ability and commitment to work in a culturally responsive and inclusive manner; respecting and valuing the diverse perspectives of individuals and groups.
- Takes an interest in early career colleagues, graduates and students – provides coaching and/or mentoring as appropriate. Supports initiatives to promote science careers.
- Prevents harm to self and others by carrying out duties safely and responsibly.

Delivery of work

- The ability and commitment to deliver pieces of work and projects on time to required quality, cost and benefit parameters.

Behavioural expectations

Manaakitanga – we do the right thing

Champions a positive working culture. Works and interacts with colleagues, external partners, stakeholders and customers in a way that is consistent with our values:

- We are **CONNECTED** in our purpose; with each other, with partners and stakeholders and with our communities.
- We are **INSPIRED** by our work to explore, challenge, innovate and aim higher.
- We are **EMPOWERED** to be our best – valued for our differences, encouraged to contribute and enabled to grow and develop.

Bicultural commitment

- As a Crown Research Institute, GNS Science is committed to partnering with iwi/hapū and Māori communities and agencies to achieve their science aspirations.
- We do this in a way that is culturally appropriate (**tikanga**) and honours Māori and non-Māori worldviews (**te ao**).

These expectations are intended to support and guide the development of individual staff.