

POSITION DESCRIPTION

Position Title	General Manager, New Zealand (NZ)
Reporting To	Managing Director ANZ
Location	Wellington office, NZ
Direct Reports	Business Managers x 10
Budget & Revenue Accountabilities	<ul style="list-style-type: none"> • Opex and Capex Budgets • Co-Op Advertising • All sales and Assist/service revenue
Date Last Reviewed	April 2024

Purpose

The purpose of the General Manager, NZ is to:

- Develop and implement in association with the MD strategies to achieve set goals.
- Lead and manage a team that continues to deliver Fujitsu General's product to New Zealand and strive to achieve the No1 market share position.
- As a cultural role model promote the Company Values both internally and externally.
- Set the staff behaviour by leading from the front and provide coaching, mentoring and action plans.

The General Manager, NZ will operate as an integrated member of the ANZ leadership team, aligning closely with Australian Shared Services functions including HR, Finance, IT, and Supply Chain. Success in this role requires a collaborative mindset and a commitment to shared outcomes across the region.

Key Role Responsibilities

The General Manager, NZ is a strategic leadership and sales role that ensures the financial success of the New Zealand business. It is expected that this is achieved through a pro-active focus on a customer first culture, and service, budget, sales and market share management to own and oversee and ensure that objectives are met.

Partnering with the Australian sales leadership team, this role will analyse competitive risks and opportunities, with critical development of the strategic plans. It is a requirement that this role manages the team locally to achieve the ultimate marketing and sales outcomes, along with a successful culture creating an employer of choice environment second to none.

Key Result Area	Responsibilities	Measures
Operational Excellence	<ul style="list-style-type: none"> • Maintain a close working relationship with the Managing Director ANZ and Deputy Managing Director FGA/Director FGNZ. • Manage direct reports to ensure all departments are functioning efficiently and effectively on a day-to-day basis. • Ensure that the operation of the organisation meets the expectations of its clients, Directors and FGL Head Office. 	<ul style="list-style-type: none"> • Customer Feedback • Benchmark Analysis • Performance Against Budget

	<ul style="list-style-type: none"> • Champion the use of the myFG platform to encourage participation from the NZ team and further drive the positive within the business. • Manage all reporting departments to improve operational efficiency throughout the business. • Develop and execute an operational plan which incorporates goals and objectives that work towards the strategic direction of the Company in conjunction with the Managing Director. • Assume full accountability for all Company operations in conjunction with the Managing Director. • Draft policies for the approval of the Managing Director and prepare procedures to implement the Company policies. • Taking remedial action where necessary and informing the Directors of significant changes. • In conjunction with the Head of Innovation, ensure Company infrastructure and equipment meets the needs of the entire business, i.e. IT systems, Premises, etc 	
Sales & Financial Performance	<ul style="list-style-type: none"> • Oversee the activities of the national sales and marketing team to achieve short and long-term business objectives, including but not limited to, increasing sales, profitability and market share performance. • Maintain regular field and inter-island travel schedules to ensure Company goals and objectives are clearly communicated and achieved. • Establish and/or maintain relationships with key account holders, retail groups, business critical contacts and industry associations. • Maximise revenue through current distribution networks. • Identify and evaluate growth opportunities within and outside existing distribution 	<ul style="list-style-type: none"> • Industry Share Reports • Performance Against Budget & Prior Year • Performance Against Discount & GP Targets

	<p>channels to generate revenue growth</p> <ul style="list-style-type: none"> • Monitor key customer sales strategies, rebates and pricing arrangements in consultation with MD and Business Managers. • In consultation with the MD, ensure retail and dealer trading terms, pricing and discount arrangements deliver Company profit and margin objectives. • In consultation with the MD, authorise and manage Company-wide budgets across all departments ensuring operating and financial results are delivered within agreed parameters. • Oversee and manage financial outcomes in line with budgets and KPI's. • Assist senior managers and Directors in the preparation of comprehensive annual budgets as required. • Work with the Directors to secure adequate funding for the operation of the Company. • Approve expenditures within the authority delegated by the Company. • Ensure that sound accounting procedures are followed and that appropriate financial records are maintained. • Administer the funds of the Company according to the approved budget and monitor the monthly cash flow of the organisation. • Provide the Directors with comprehensive, regular reports on the revenues and expenditure of the Company as required. • Ensure that the Company complies with all legislation covering taxation and withholding payments. • Ensuring adequate operational planning and financial control systems are in place. 	
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Administration & Compliance	<ul style="list-style-type: none"> • Oversee the formulation, preparation and review of Company policies for the approval of the Executive team. • Ensure the successful implementation and ongoing adherence of all Company policies. • Establish lines of control and delegate responsibilities where appropriate throughout all departments. • Ensure that the Company is protected through the relevant mechanisms, i.e. insurances and licences. • Ensure the Company's products are compliant with all government and industry standards. • Ensure the Company complies with and operates within Commerce Commission guidelines. • Ensure that employee, client, donor and volunteer files are securely stored, and privacy/confidentiality is maintained as required under the provisions of the Privacy Act. 	<ul style="list-style-type: none"> • Documented Processes • Policies In Place
Staff Development & Team Effectiveness	<ul style="list-style-type: none"> • Build and maintain an effective senior leadership team via performance management, mentoring, coaching and development techniques. • Manage all direct reports and their respective teams utilising the FG Performance and Development Program through Humanforce. • Ensure the operating objectives and standards of the Performance Program are not only understood but owned by the NZ team. • Constantly assess the activities of all departments and staff according to overall Company strategies. • In consultation with the MD and Head of P&P, develop, identify and where appropriate, authorise training for all departments and individuals. • In consultation with the MD and Head of P&P, determine staffing 	<ul style="list-style-type: none"> • Employee Engagement Scores • Performance & Development Program Feedback • Performance Against Budget • Staff Retention Rates

	<p>requirements for the ongoing success of the business including succession planning across the Company.</p> <ul style="list-style-type: none"> • Oversee the establishment of a positive, healthy employee culture, with the aim of FG being an employer of choice. • Oversee the recruitment of employees to ensure the right technical abilities and cultural fit to enhance the Company's success. • Authorise the release of employees when necessary, using appropriate and legally defensible industrial relations procedures. 	
Leadership & Strategic Vision	<ul style="list-style-type: none"> • Develop strategic operating plans that reflect the longer-term objectives and priorities established by the Directors and FGL Head Office. • Create an environment the promotes open, honest and regular communication at levels throughout the business. • At all times act as a Culture and Values champion for the business. • Oversee the establishment of a positive, healthy employee culture, with the aim of FG being an employer of choice. • In consultation with the Directors provide strategic direction and leadership ensuring the profitable growth and operation of the Company. • Participate with the Directors in developing a vision and strategic plan to guide the Company. • Identify, assess, and inform the Directors of internal and external issues that affect the organisation. • Oversee the evaluation, planning, implementation and execution of special projects. 	<ul style="list-style-type: none"> • Performance & Development Program Feedback • Employee Engagement Scores • Clearly Defined Company Strategy • Monthly All Staff Meetings

	<ul style="list-style-type: none"> • Act as a professional advisor to the Managing Director on all aspects of NZ activities. • Foster effective teamwork between the Directors and the leadership team and similarly between the leadership team and staff. • In consultation with the MD, act as a spokesperson for the organisation. • Conduct official correspondence on behalf of the Company and jointly with the Directors when appropriate. • Represent the Company at community activities to enhance the Company's community profile. • Foster a culture of collaboration across ANZ, ensuring New Zealand operations are aligned with shared services and strategic priorities. • Actively engage with Australian functional leads to co-develop initiatives and resolve challenges constructively. • Demonstrate a partnership-first approach, working with-not against-shared services to deliver business outcomes. 	
Risk Management	<ul style="list-style-type: none"> • Identify and evaluate the risks to the organisation's people (clients, staff, management, contractors, etc), property, finances, goodwill and image and implement measures to control risks. • Ensure that the Company and its Directors carry the appropriate and adequate insurance coverage • Ensure that the Directors and Company staff understand the terms, conditions and 	<ul style="list-style-type: none"> • Risk Assessments in Place • Policies in Place

	limitations of any insurance coverage.	
Community Relations/Advocacy	<ul style="list-style-type: none"> • Ensure that the Company's brand, reputation and values are reflected in any sponsorship and community activities undertaken by employees or the Company. • Seek opportunities and oversee any recommendations to further enhance the Company's brand, reputation and values in the community. • In consultation with the Directors, oversee and approve Company donations within approved budget parameters. • Represent the Company to major customers and professional networks as required. • Establish beneficial and collaborative working relationships and arrangements with community groups and other organisations to help achieve the goals of the Company. 	<ul style="list-style-type: none"> • Consumer Surveys & Feedback
Work, Health & Safety (WH&S)	<ul style="list-style-type: none"> • Comply with all safety regulations in the performance of normal duties and report immediately all matters, which may affect workplace health and safety to Head of Safety and Compliance. • Undertake any WH&S training provided by the Company. • Ensure all activities comply with relevant Acts, legal demands and ethical standards including Company's WH&S Policy and Procedures. • Ensure company property is well maintained. • Assists in maintaining a safe and healthy working environment for self and others. 	<ul style="list-style-type: none"> • Formal assessment • Incident Report Rates • Quarterly Evaluations

	<ul style="list-style-type: none"> Report any safety issues to the Head of Safety and Compliance. 	
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Stakeholder Alignment	
Stakeholder Function	Interaction Type
Managing Director ANZ Direct Manager	Strategic alignment and reporting
Head of People & Performance ANZ HR Shared Services	Talent, culture, performance
Head of Finance ANZ Financial Planning and Analysis	Budgeting, reporting
Head of Innovation ANZ Systems and Infrastructure	Operational support
Head of Supply Chain ANZ Logistics and Supply Chain	Coordination and efficiency
FGNZ Team Local leadership	Execution and Strategy
Head of Marketing and Communication Brand & Internal/External communication	Campaigns, messaging, alignment
Head of Customer Experience Customer Strategy and Insights	Customer journey, satisfaction and feedback
Head of Field Services Service Delivery and Field Operations	Execution, service quality, coordination.
Direct Report Roles	Indirect/Dotted Line Reports
Business Managers	Executive Assistant ANZ Customer Experience Supply Chain Credit Marketing Sales Planning
External Key Relationships	
	External Third Parties Others as Required
Decisions Expected	Recommendations Expected
<ul style="list-style-type: none"> Operational control of FGNZ. Liaising with MD on all contractual responsibilities. Financial responsibility in relation to operational expenditure and capital expenditure based on procedures. Marketing as per agreed yearly budget Direction on the training and benefits spend in conjunction with Head of P&P. 	<ul style="list-style-type: none"> Marketing initiatives Operational efficiencies
Qualifications	
Essential: Business Degree	Desirable: MBA
Experience	
Essential: 5-10 years' experience in a similar position 10 years' experience in a mid and or senior management position	Desirable: 10 years' experience in a similar position with exposure to HVAC 15 years' experience in a mid and or senior management position

Exposure to Environment, Health and Safety legislation	
Knowledge	
Industry knowledge Product knowledge Computer knowledge	Training to be undertaken after appointment: Induction training including introduction to WHS Policy & Procedures FGNZ selection programs Company and product training
Skills	
Time management and planning capabilities Basic computer/administrative skills (Microsoft Excel, Word, Office) Strong communication and interpersonal skills (verbal and written) Self-motivated	
Attributes	
Strong customer focus Ability to work in a team - a relationship builder Strong leadership skills with the ability to influence and lead change Act as a role model and ensure all activities comply with the Company's Values and Code of Conduct. Act with integrity; ethics, honesty, and trust. Self-aware and strives for continuous improvement. Collaborative and systems-oriented thinker. Skilled in stakeholder engagement across geographies. Comfortable navigating matrixed environments.	

**Act POSITIVELY**

We lead and live with compassion, focus and energy and always bring a sense of fun and optimism.

Show RESPECT

We value our diversity, individual talents and identities to promote trust, understanding and connection.

Strive for EXCELLENCE

Be the best we can on what matters most. Be innovative and agile in our commitment to continuous improvement.

SAFETY First

Your wellbeing is our first priority and everyone's responsibility.

**Value TEAMWORK**

Foster caring connections and team play through honest and authentic communication.

Take OWNERSHIP

Help each other to live our values, hold ourselves to account and get what matters most done.

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