

ROLE BUSINESS DEVELOPMENT MANAGER	<p>The purpose of this role is to grow Umbrella’s business in Auckland by:</p> <ul style="list-style-type: none"> • Leading and championing the sales and new business development approach for our business in Auckland. • Identifying growth opportunities from existing customer engagements and feedback. • Building sustainable, long-term relationships with our existing customers and creating a strong referral network.
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Location	Auckland office
Contract Type	Permanent, Full-time
Reports To	CEO

WHO WE ARE

We are a team of registered psychologists and other brilliant people with a passion for supporting wellbeing. We work with organisations throughout Aotearoa New Zealand and internationally, supporting leaders and their people to create positive, high-performing workplaces that enhance wellbeing. Our psychological expertise alongside our business nous means we are skilled at taking best-practise scientific research and tailoring it to be relevant and engaging for different work environments.

We receive consistently high feedback for both our expertise and how relatable we are across all areas of the business. We role model what great wellbeing looks like while knowing that’s within a context of a constantly changing world and business environment and we have the humour to manage the challenges and have fun along the way.

Umbrella Wellbeing is part of New Zealand Health Group

TO BE SUCCESSFUL

At Umbrella, we have a passion for making psychology relevant and real for people, where each interaction we have makes a positive difference. In this role you will lead the sales process of Umbrella’s suite of services working with existing customers and identifying new market opportunities.

This role requires strong stakeholder relationship skills and business acumen. Having an interest in psychology, wellbeing, and mental health will be an advantage. You will be hands-on in developing and maintaining relationships and networks, increasing sales as well as finding new business opportunities. In your role, you will work closely and collaboratively with our CEO, Customer Relationship Manager, Marketing Lead and wider marketing team, Operations team, and other Umbrella Leads.

OUR EXPECTATIONS

The core responsibilities of this role are:

BUSINESS DEVELOPMENT MANAGER	<ul style="list-style-type: none"> - Conduct market research to identify potential clients, industry trends, and emerging opportunities that align with our services. - Establish and nurture relationships with C-suite executives, HR leaders, and Operations managers in targeted organisations, positioning Umbrella’s solutions and fostering long-term partnerships. - Develop and implement effective sales strategies and plans that surpass sales targets, contributing to the growth of Umbrella. - Generate qualified leads and inquiries through various channels, including networking, events, referrals, targeted outreach and leveraging our extensive client network. - Ensure consistent delivery of high-quality proposals, reporting, and feedback to clients, aiming for continuous improvement. - Provide regular sales activity reports, pipeline status updates, and progress towards targets to management, contributing to the ongoing enhancement of our sales strategies.
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- Actively champion and utilise our CRM (Dynamics 365), digital proposals tool (PandaDoc) and other relevant technologies to improve our sales and business development process.
- Collaborate with our delivery team to identify and address any gaps in service quality, based on client feedback, ensuring service excellence.
- Implement a value-orientated call cycle for existing customers based on their unique business needs, fostering strong customer loyalty and retention.

Additional responsibilities may include:

At Umbrella, we believe teamwork is essential to our success, and there may be times when we ask you to participate in other projects across the organisation. Rest assured that we will always consult with you and take into consideration your workload and availability.

KEY RELATIONSHIPS

As Business Development Manager you will work together in partnership with:

- The CEO and People and Operations Lead
- The Customer Relationship Manager
- Umbrella's Marketing Lead
- The wider Umbrella team
- Umbrella customers
- NZ Health Group
- Industry networks and professional bodies

EXPERIENCE AND CAPABILITIES NEEDED

- Possess a solid understanding of how successful corporate organisations operate, along with strong business acumen.
- Hold a minimum of 5 years of successful sales experience, demonstrating a proven track record of generating new business and closing deals. Preferably, this experience should be in a commercial environment involving handling commercially sensitive information.
- Exhibit a proven ability to establish and nurture successful relationships with clients, starting from prospects and evolving into sustainable partnerships.
- Display exceptional communication skills, effectively translating knowledge into practical and easily understandable content.
- Demonstrate outstanding interpersonal and communication skills, enabling the engagement and influence of senior-level stakeholders, including C-suite executives in medium to large businesses.
- Exhibit the capability to consistently achieve and surpass sales targets within a results-orientated setting.
- Possess self-motivation, proactivity and a keen sense of initiative, capable of working independently as well as collaboratively in our Auckland-based office.
- Have excellent negotiation, presentation, and relationship-building skills.
- Possess strong technological skills in the Microsoft Suite and CRM.
- Maintain composure and stability in high-pressure situations, adapting flexibly to changing demands.
- Foster a team-orientated mindset, actively supporting colleagues to achieve their best work and encouraging rest and recovery.
- Previous sales management experience will be advantageous.

Remuneration: Base Salary \$80,000 - \$110,000 per year plus incentives and benefits.

You will champion the behaviours that are core to our work and Umbrella's values.