

Opportunity Prospectus

Clients & Markets Director



We are dedicated to our profession, our clients and each other.

We'll support you to thrive

You will be hard pushed to find a group of more passionate and devoted lawyers. We count ourselves lucky to be part of a progressive firm that is at the forefront of law in New Zealand. Our reputation for hard work and getting results motivates us to continue to do things better and smarter.

The firm that leads

We relish our position and reputation as an innovative and leading law firm. In a market crowded by legal tradition, we choose to look to the future. We embrace technology and see it as a tool to better serve our clients, and we are constantly pushing the boundaries of legal know-how. We are not content to stand still. We never stop learning and improving.

Separating ourselves from the pack

Being the firm that leads allows us to constantly challenge ourselves to deliver greater value and high quality legal work. It also enables us to work on the largest, most complex and high-value transactions, projects and disputes in New Zealand.

Our firm

Not only do we work with our clients to help them succeed, but we are at the forefront of regulatory change, using our knowledge and expertise to shape a better future for all New Zealand. We bring 58 partners across 3 offices, 200+ business services staff and 200+ legal staff.

Riding the wave of change

We keep ourselves up to date with the latest technologies impacting the legal market. Described as the 'one to watch' in New Zealand's legaltech industry, our technology and innovation business Zeren delivers automated, legal technology services to help clients become more efficient, improve performance and manage risk. Products include a document automation service, a compliance automation solution and a contract lifecycle management and supplier relationship management platform.

Our culture is unique

It drives our success. Our values enable us to think and act in ways that challenge the perceptions of a traditional law firm and underpin the relationships we have with our clients and with each other.

Manaakitanga

Respect & reciprocity – with our team our clients and our community. Through our work we lift your mana and you lift ours. We wholeheartedly embrace manaakitanga; we nurture and respect one another regardless of life experience, gender, religion, ethnicity, sexuality or physical ability.



The opportunity to join the team

Reporting to
Chief Operating Officer

Business Unit
Clients & Markets

Location
Auckland

Purpose of the role

As a member of the Senior Leadership Team (SLT), the Clients & Markets Director plays a pivotal role in leading the organisation to achieve its client related strategic goals and commitments to stakeholders. This requires the Clients & Markets Director to demonstrate collaborative leadership with both the SLT and the partner group, undertake responsibility of key business initiatives and priorities, and lead the development and execution of the organisation's clients and markets strategies.

The Clients & Markets Director leads the Clients & Markets team, which provides clients and markets support for the partners and teams as well as providing robust business partnering and strategic and operational advice. This role

is also responsible for the oversight of the development of internal and external communications.

This role is responsible for establishing, maintaining and growing partner and client relationships as well as working with partners and teams to ensure an exceptional experience to clients in their interactions with the firm.

This role is responsible for working with partners and provide ideas and advice on how they interact with clients and build client relationships.

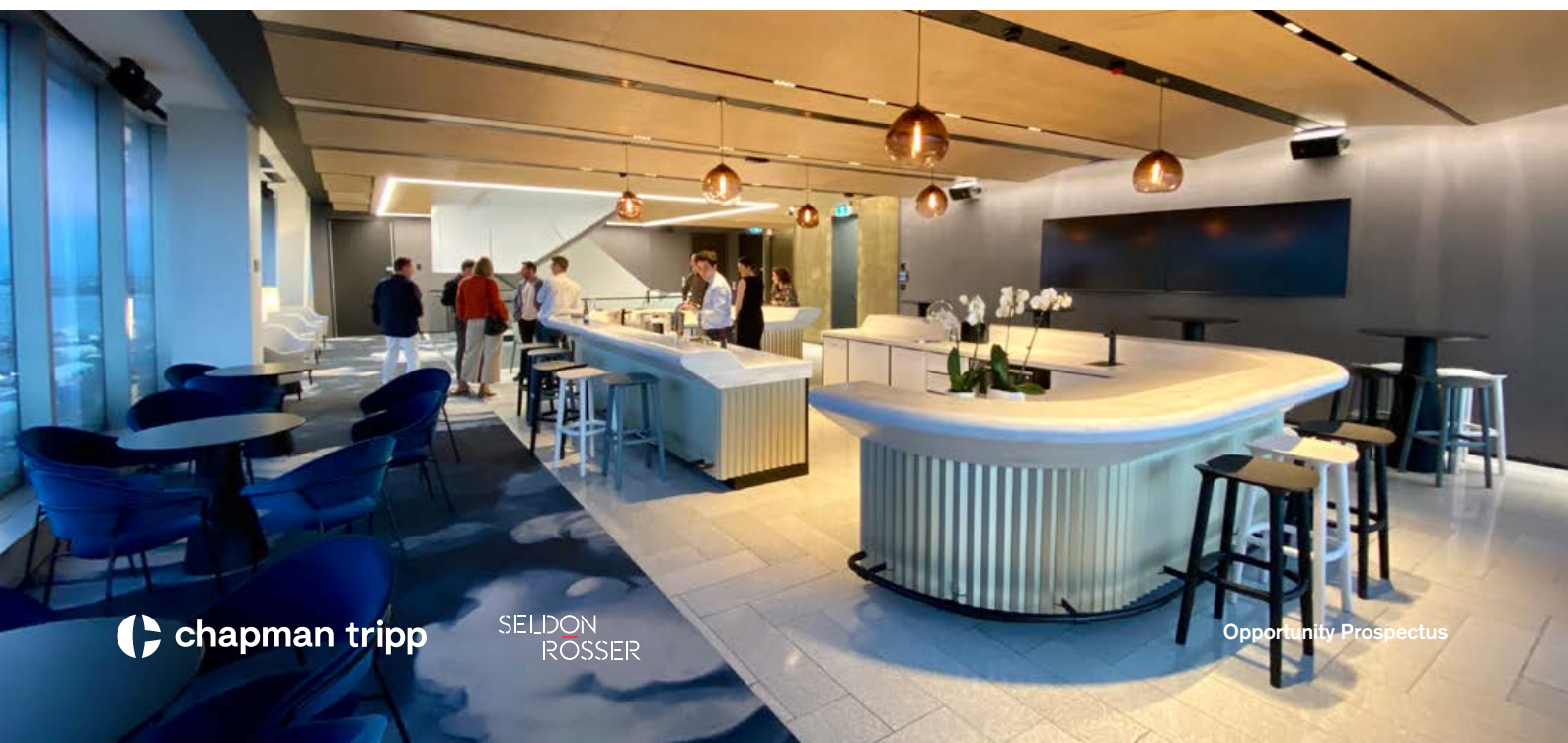
Assets controlled by role

Direct reports: 15

Delegated Financial Authority: \$20k

Key Result Areas

KEY ACTIVITY	PERFORMANCE CRITERIA AND OUTCOME
Senior Executive Leadership	<ul style="list-style-type: none">• Supports the CEP/COO by living and modelling the firm's values and standards• Demonstrates collaborative leadership e.g. with the CEP, COO, SLT, partners and other senior members of the firm to ensure business objectives and commitments to its various stakeholders are met• Contributes to the development of the organisation's client related strategies• Shows visible leadership and expertise in own field and is client focused i.e. both internally and externally to the firm• Builds strong relationships with the SLT and partner group, provides expertise in own field and challenges the status quo
Strategy and Planning	<ul style="list-style-type: none">• Develops and implements innovative client, marketing and communication strategies and plans that support the firm to optimise resources to achieve strategic goals• Collaborates with partners and other leaders to develop clients and markets-related initiatives, targeting key priorities and objectives rolling into the organisation's five year plan• Ensures that strategies, plans and initiatives are pragmatic, innovative, and coherent with market practice• Leads the development and review of client and markets-related policies that support wider strategies and plans
Business Performance	<ul style="list-style-type: none">• Drives collaborative and effective leadership across the Clients & Markets team to maximise its performance• Ensures that the financial performance of the Clients & Markets team is monitored and appropriate action is taken to ensure expenditure targets are managed appropriately• Ensures commercial and financial disciplines are in place within the Clients & Markets team and creates a sustainable culture, where these disciplines are applied at all times• Ensures robust client and markets processes are in place across the firm and drives a culture where these disciplines are valued and followed at all times• Provides the CEP, COO, SLT and partners with relevant and timely information, analysis and recommendations regarding client performance and progress against initiatives and priorities



Clients	<ul style="list-style-type: none"> • Develops a client related strategy to drive the growth of the firm, including the growth of practice and sector specific revenue streams, client portfolio and client relationships, new services and opportunities • Oversees the design and implementation of client related initiatives that all link to the strategy of the firm • Collaborates with CEP and COO to determine service offering portfolio and strategy • Provides business development advice to partners • Provides business development insights and reporting to partners and other senior leaders
Marketing and Communications	<ul style="list-style-type: none"> • Oversees and is the guardian of the firm's brand • Oversees all media interactions to maintain and protect the firm's reputation • Develops a marketing and communications strategy to drive the growth of the firm and practice groups and supports the firm in its strategic goals • Oversees the design and implementation of marketing and communications initiatives across the organisation • Oversees marketing and communications advice to partners and senior leaders within the firm • Oversees and negotiates key strategic partner relationships for business development or brand/reputation purposes
Strategic Account Leadership	<ul style="list-style-type: none"> • With CEP and COO sets the strategic client strategy and actively manages the portfolio • Delivers best practice account leadership methodologies and approaches • Coaches and mentors strategic account teams to deliver growth
Priority Account Programme	<ul style="list-style-type: none"> • With CEP and COO develops a robust priority account programme across practice groups within the firm
Internal Communications	<ul style="list-style-type: none"> • Develops and oversight of internal communications strategy, plan and programme to effectively promote understanding and buy in to the firm's strategy and other priorities
Client Experience	<ul style="list-style-type: none"> • Develops a client experience strategy to drive the growth of profitable and sustainable client relationships • Oversees the design and implementation of the client experience framework • Provides advice and education to the organisation on client interactions to ensure clients receive consistent, exceptional service • Provides reporting and insights on client relationship management as required • Promotes and advocates for a client centric culture • Oversees client feedback and performance benchmarking
Client Voice	<ul style="list-style-type: none"> • Develops and delivers a client feedback and response programme which includes relationship, mid engagement (NPS surveys) and post decision reviews • Participates actively in client feedback programme and post decision reviews (with the appropriate partner) • Provides feedback and suggestions on way forward to partners post client meetings/reviews

Internal Relationship Management

- Establishes and sustains strong trusting relationships with internal and external stakeholders and exerts influence to achieve the firms strategic objectives
- Influences others to buy-in to the firm's Clients & Markets strategies and initiatives
- Works collaboratively with the partners to help them achieve their business development
- Work with the C&M team and partners to ensure the business partnering model is working effectively and tests this regularly with partners

People Leadership

- Lives firms values and standards
 - Provides coaching, mentoring and development support to all direct reports
 - Ensure all that the Clients & Markets team have the skills, understanding, capability and training required to perform in their roles
 - Recognises high performance and ensures poor performance is actively addressed
 - Establishes clear communication lines with team and promotes a culture that is based on the organisations core values
 - Seeks and receives regular feedback from the SLT and partner group on team performance
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Key Relationships

Internal

- Chief Executive Partner
- Chief Operating Officer
- Senior Leadership Team
- Partners
- Senior Associates

External

- External trainers / consultants
 - Clients
 - Professional services community
 - International business organisations and referral partners
 - Media
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About You

	ESSENTIAL	DESIRABLE
Educational qualifications	<ul style="list-style-type: none"> • Relevant Tertiary qualification e.g. Bachelor of Business 	<ul style="list-style-type: none"> • Relevant post graduate qualification
Work experience	<ul style="list-style-type: none"> • Experience at Executive or GM level in Clients & Markets/ Marketing /Communications within a complex organisation • Professional services or legal experience 	<ul style="list-style-type: none"> • International experience
Business skills	<ul style="list-style-type: none"> • Excellent commercial acumen • Strength in strategy development • Strategic thinker • Strength in business plan execution • Exceptional organisational skills • Contemporary working knowledge and understanding of business development, marketing, relationship management and communications 	
People skills	<ul style="list-style-type: none"> • Able to build effective, high performing teams and skilled in effectively managing employment relationships • Collaborative and agile decision-maker • Excellent interpersonal skills and the ability to build strong and positive relationships with both internal teams, partners, clients and other external parties • Demonstrated ability to make considered decisions and the skill to influence and negotiate with others • Able to inspire the confidence of the Board, CEP and COO through own work output, leading of a professional team and ensuring expected results are delivered 	

Q&A

Sophia Gunn COO



You joined Chapman Tripp a little over 2 years ago after an impressive career with Deloitte. Why did you join Chapman Tripp?

I was attracted to Chapman Tripp's leadership position in the New Zealand market, the calibre of the partners and the firm's culture. I also like that the firm has a robust strategy with special emphasis on growth, taking the firm forward and pushing boundaries. The appetite for change is strong and the opportunities to make a positive difference make the firm an attractive proposition for me. Being able to develop strategy and lead the Senior Leadership Team is great and something I enjoy. The list of priorities is long and challenging but the support from within the firm is exceptional and allows us to deliver achievements that focus on firm and client needs.

What can you tell us about the Chapman Tripp growth strategy and the mandate for this new Clients & Markets Director?

Chapman Tripp is focussed on securing successful client outcomes and is always looking for new client growth opportunities. There is no doubt that COVID developments have created

challenges in a very uncertain market. The C&M Director will have a key role in working with partners and teams to share their strategic thinking in relation to clients. They have the opportunity to not only challenge the status quo, but bring in new thinking. Further developing and building a strong business partnering team is also a key priority.

What are the most important attributes you will look for in this Director and member of your senior leadership team?

It is critical that this person is able to build relationships with the partners, CEP, SLT as well as their own team. They need to be seen as expert their field and the go to person for C&M matters. Strategic thinking, organisational skills and delivery is very important in a role of this nature. They need strength of personality but must also be able to "read the room" and ebb and flow according to how messaging is being received (and change approach and messaging depending on the audience). Leadership and management are also both critical attributes. I also need someone who will contribute as a member of the SLT and provide support to the other members of the team.

What can you tell us about the culture of Chapman Tripp?

One of the strengths of Chapman Tripp is its culture which is welcoming, supportive and friendly. It is a very people focused firm and it is of a size where you know everyone. However working in professional services means that delivery is critical. We deal with an intellectual workforce and the challenges that come with this. It is not a hierarchical environment and people are friendly. The C&M team are relatively young in tenure and the team works well together. Flexible working features within our environment but the majority of people like to work in the office. The firm regularly hosts functions/events, drinks, sporting items, guest speakers. Everyone gets a wellbeing card with \$500 on it for people to spend on wellbeing related activities.

How to apply



Chapman Tripp has recognised the strategic importance of this role and have invested in a talent search campaign with Seldon Rosser.

SELDON
ROSSER

To express your interest in this opportunity please email katie@seldonrosser.com or call her on +61 424 944 997.