



Sales & Client  
Development Director

**AUCKLAND**



## About PwC New Zealand

Every day more than 284,000 PwC people in 155 countries work hard to build strong relationships with others and understand the issues and aspirations that drive them.

In New Zealand, PwC employs over 1,600 people and has offices in the Auckland, Waikato, Hawke's Bay, Wellington, Canterbury and Otago region.

Over and above our traditional service offerings, PwC New Zealand also has a strong industry focus, with multi-discipline teams dedicated to key industry groups in both global and national markets. For our clients, this means the best local knowledge combined with the broadest global experience. PwC New Zealand's staff are dedicated to solving the complex problems businesses are facing in today's changing market place. Now, more than ever, we offer the resources to meet these needs through our truly integrated global network.

At PwC, we see every day how people make businesses great. But it's not solely about skills; true market distinction comes from having a diverse team of people who feel included, comfortable and motivated in their careers.

A career with PwC gives you a distinct opportunity to work with market-leading private businesses, public-sector organisations and government agencies to help solve their big issues. In our highly skilled environment, you'll be enabled by cutting-edge technology and a culture of self-disruption, allowing you to do the best work of your life.



Our clients rely on PwC's deep industry knowledge, technical skills and excellent communication – three things we can't deliver without employing the right people. Professional services simply cannot work without experienced professionals taking up key roles and adding their thoughts, skills and experience into the mix. We strive to have the best people in the world at PwC doing what they do best. In return, we provide a diverse career filled with exciting opportunities to work with both the top-tier brands and the up-and-coming small businesses we call our clients.

PwC promotes constant development of your skills to keep up with the ever-changing commercial landscape. We also provide you with the tools you need to work at your best, as well as the support of PwC's extensive network of member firms. After all, just because you're experienced doesn't mean there isn't room to grow as a professional and progress further up your career ladder. We aim to inspire, motivate and reward our people to succeed in all areas of their lives.

You can choose from a selection of benefits and flexible working scenarios, you can join our social club and become involved in paid projects to help your local community.

▶ Watch our careers video



## About the role

|                 |                                     |
|-----------------|-------------------------------------|
| Position Title  | Sales & Client Development Director |
| Line of Service | Internal Firm Services              |
| Location        | Auckland or Wellington              |
| Reports to      | General Manager Markets             |
| Reports         | 13                                  |
| Role level      | Director                            |

### Purpose of this role

The core function of the Sales & Client Development team is to build internal relationships, work with our partners and our people as they generate pipeline, and enhance the firm's effectiveness at winning profitable client engagements and taking new services to market.

This role leads a national team of sales and client development specialists responsible for advising and coaching the firm's multi-disciplinary sector teams, lines of service and business units on go to market strategy, propositions and execution.

Working with the GM Markets and as a member of the markets lead team, this role works as a senior advisor and coach to sector and line of service leaders and partners on key firm opportunities and strategies.

### Key Relationships / Stakeholders

- Sector lead partners and strategic account CRPs and core teams
- Line of Service Managing Partners and executive teams, Markets Partners, partners and staff across all Lines of Service
- Opportunity teams
- GM Markets, sales and client development colleagues and members of the wider Markets team
- Infrastructure lead team

### Key responsibilities

- Leading, coaching and day to day management of a national team of sales and client development specialists to drive and execute the firm's Go To Market strategy to drive revenue and client growth
- Leading team goal setting, training and development and resource allocation and prioritisation
- With the GM Markets, designing and driving delivery of sales and client development aspects of the firm strategy and special projects
- As a core member of the markets lead team developing, driving and measuring ROI of the markets team strategy to support and enable firm strategy
- Working with sector and line of service leaders to successfully develop and execute business plans to deliver revenue and relationship growth and grow profile and market share
- Working with lead partners and teams to take an active advisory role on key firm priorities, 'go to market' propositions, products and pursuits
- Leveraging the Firm's global sales framework to coach stakeholders on complex opportunities or bids, including go/no go decisions, win strategy, value-proposition development and proposal roadmaps
- With the GM Markets, developing and delivering sales and relationship development programmes and training across the business



- Working with the National Strategic Clients Senior Manager to deliver strong, profitable and enduring relationships with the firm's most important clients and targets by providing best practice coaching and account development advice
- Overseeing the firm's Salesforce strategy including adoption and insight generation to enhance client relationships and pipeline development
- Acting as a subject matter expert on pricing strategies, tactics and negotiations
- Working closely with members of the marketing communications team to develop and execute campaigns in support of business goals that deliver client insight and differentiated experiences
- Facilitating connection with global sales & client development network to leverage insights, experiences, propositions and SMEs, and
- Conducting client engagement feedback or debriefs on win/loss outcomes to ensure lessons are learned, action is taken and knowledge is distilled and leveraged across the Markets team and Firm.

### Key skills and experience

- 15+ years' experience successfully leading and coaching sales and business development teams, preferably in a professional services environment
- Success in recruiting, building and managing proposal and sales teams. Ability to create a shared vision of success and coach, lead and motivate a team in a complex matrix structure
- End to end experience in major sales strategies, priority accounts development, bids and opportunities management and CRM adoption and enhancement
- Degree qualified with in-depth and relevant experience at director level within a professional services or B2B environment
- Change agent with advanced influencing, negotiating and coaching skills - ability to inspire and motivate others to develop and adopt best practice client development and sales mindset and approach
- Established credibility with clients and delivery teams as a subject matter expert
- Strong people skills with the ability to quickly build trust, credibility and rapport with senior stakeholders
- Excellent facilitation skills and the ability to work as a trusted advisor to the most senior people in the firm
- Collaborative team player bringing a track record of working successfully as a member of multidisciplinary sales and marketing communications teams
- Excellent communication skills; speaking, writing and editing, use of graphics and communication tools, confident in front of large groups, assertive but diplomatic in nature
- Proven analytical thinking skills. Ability to manage complexity. Sound judgement and the ability to deal with demanding situations
- Able to coach teams effectively for challenging sales situations, including knowledge of presentation coaching techniques
- Excellent project management and organisational skills - comfortable juggling multiple competing deadlines and working in a fast-paced and varied environment
- A constructive approach to feedback and challenging teams, and
- Resilient, adaptable and flexible.



## Q&A with Jo Robinson

### GM, Markets

#### What can you tell us about working at PwC?

PwC is an incredibly diverse and dynamic culture – we have people working here from every corner of the globe which gives you a fantastic opportunity to develop a truly international view. The firm is values led. Our five core values of acting with integrity, making a difference, care, working together and reimagining the possible come to life in a BD context with how we assess and prioritise our opportunities and the work we do. PwC's purpose is to build trust in society and solve important problems. In the Markets team this really comes to life for us as we work with our sector and strategic client teams to help reshape New Zealand in the wake of COVID-19. The

firm's work touches every aspect of New Zealand's economy. You will have the opportunity to be a part of and contribute to projects and initiatives that are driving real change for our businesses and communities.

#### Why is now an exciting time to join PwC?

The NZ firm is just about to launch its three year strategic roadmap. Client centricity sits at the heart of this strategy including a deep focus on creating and delivering a truly differentiated client experience. The firm's go to market programmes are focused on our One Firm sector teams and our priority strategic accounts. This means that we take a truly client-led approach

to all our BD and marketing activity. The Sales & Client Development team is central to evolving and executing these programmes. There is a real culture of innovation and disruption in the firm - we don't like to stand still! The firm is growing and investing - recruiting across all services lines and in key investment areas, including building out the Markets team to help drive our growth.

The work that the sales and client development team have in helping to shape the key priorities of these strategies are at the heart of what we do. There is a real sense of momentum, drive and purpose across the firm. You will be able to try new things, work as part of a dynamic and diverse team and make a real impact.

## Choose New Zealand

From rolling hills to pristine beaches, snow-covered mountain slopes to dense forests, there's a lot to love about New Zealand. Add to the mix our diverse cities – which are consistently ranked some of the most liveable in the world – and it's easy to see why so many people come to work in New Zealand.

Whatever is attracting you to a new location, we think our country almost certainly has what you're looking for. For one, it's a great place to bring up a family, rated in the top five in the world by InterNations. Our education system is also annually voted as a global overachiever, from early education all the way to university.

What's more, New Zealand is a place where you can really make a mark in your career. We're consistently ranked at the top when it comes to the ease of doing business, and the more relaxed Kiwi lifestyle makes it easier to build strong and long-lasting relationships.

Once the day's over, you're never too far from the beach, the mountains, the ocean or the BBQ. And when weekend hits, New Zealand doesn't disappoint; you might even want to try some Kiwi favourites like skiing, surfing, hiking, kayaking, sailing or bungee jumping.

## The Kiwi way

One thing you'll notice is, because we have fewer people, we can build relationships that are more human and less formal than in some other countries – it's the Kiwi way.

New Zealanders are known for their welcome. We're social creatures and laid-back by nature, but we know how to get results. This makes the work/life balance better, which, we think, leads to a better business.

The PwC community is built on meaningful, valued relationships, with a diverse mix of cultures and people. We think the right people in the right environment can achieve great things.

## Your PwC career

From our offices nationwide, PwC employees get to work with public and private companies, non-profit organisations, emerging family businesses and market-leading multinational organisations.

You'll work alongside highly talented people and with experienced partners and diverse clients every day, giving you a unique opportunity to continue learning from and with the best.

You've probably never worked in a country with such a rich economy and small population. It means you can get closer to the action, working with our country's business and government leaders on important issues.



## How to apply

PwC has recognised the strategic importance of this role to their business and have invested in a full candidate search campaign with Seldon Rosser.

To express your interest in this opportunity please contact  
graham@seldonrosser.com +614 33 152 888 or  
katie@seldonrosser.com +61 424 944 997

[www.pwc.co.nz](http://www.pwc.co.nz) [seldonrosser.com](http://seldonrosser.com)