

# Position Description – Client Manager

Advisor, Partner, Connector

## About Us

At No8HR, we believe leadership starts with people. We are a specialist consultancy partnering with New Zealand's primary sector to deliver practical solutions in employment, recruitment, and people performance. Our clients choose us because we understand the realities of leading businesses where success depends on people doing the right things at the right time, while managing the challenges of seasonality and growth.

|                 |                                                                                                                                                           |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Who we are      | People performance, employment legislation and recruitment specialists                                                                                    |
| Our Noble Cause | We make a difference to people's lives because healthy & sustainable workplaces contribute to thriving businesses, communities and a thriving New Zealand |
| What we deliver | Business excellence through people performance                                                                                                            |
| Our values      | Building better businesses<br>Straight talking with integrity<br>Starting where the client is at<br>Resilience and innovation                             |

## Our Ethos

Our clients are our number one priority and joining us means that you 'sign up' to this ethos. Making this 'real' in our business means our priorities are:

- our clients – providing value and doing what it takes to get the right for solution for them (even when it's not what they think they want)
- each other – we look after and look out for each other. No one person is an island, we stand and fall as a team
- our communities – ultimately, we are here to create better New Zealand communities

We expect everyone to be externally aware, internally positive and active, and excellent in their area of expertise. In particular we expect our team members to:

- provide high quality service both in the direct areas of their responsibility and to customers generally
- be highly attuned to how we generate value for our clients
- play their part in ensuring our supporting systems and processes are operating effectively and efficiently
- be actively involved in team communications with other team members so everyone and the business can meet their goals.

## Your Role

### Purpose

To grow and steward enduring client relationships across New Zealand's primary sector, ensuring clients access the right talent and the right people solutions at the right time, while embedding smarter systems and processes that enhance delivery and client experience.

### Scope of Position

|            |                                                    |
|------------|----------------------------------------------------|
| Reports to | General Manager                                    |
| Location   | Te Awamutu office delivering to clients nationwide |

## Key Relationships

- Business owners, boards, and senior managers (clients)
- Applicants and candidates
- Internal HR, compliance, leadership and training specialists
- System providers and external partners
- Professional bodies

## Key Accountabilities

| Accountability                                                                                            | Expected Behaviours & Outcomes                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Build, manage, and grow a portfolio of client relationships, proactively shaping needs and opportunities. | <ul style="list-style-type: none"> <li>• Relationships with owners, boards, and senior managers are proactively developed and maintained.</li> <li>• Clients experience clear communication, timely follow-up, and solutions aligned to strategic goals.</li> <li>• Client needs are anticipated and shaped into tangible scopes of work with clear outcomes and pricing.</li> <li>• Multi-year partnership plans are in place for priority clients, reviewed regularly.</li> </ul>                |
| Lead recruitment engagements end-to-end, aligning scope, process, and reporting to client requirements.   | <ul style="list-style-type: none"> <li>• Recruitment processes are scoped and delivered to client specifications with consistency and quality.</li> <li>• Shortlists reflect agreed criteria; clients receive clear insights to make confident hiring decisions.</li> <li>• Communication with clients and candidates is timely, professional, &amp; reflects No8HR values.</li> <li>• Recruitment outcomes, risks, &amp; recommendations are reported accurately &amp; professionally.</li> </ul> |
| Connect clients to No8HR's specialist services (HR, compliance, leadership, training) at the right time.  | <ul style="list-style-type: none"> <li>• Opportunities across HR, compliance, leadership, and training are identified and referred seamlessly.</li> <li>• Clients are introduced to the right specialist at the right time; integrated delivery plans are created.</li> <li>• Client confidence is strengthened by demonstrating breadth &amp; depth of No8HR's capability.</li> </ul>                                                                                                             |
| Identify, qualify, and convert new business opportunities; onboard new clients seamlessly.                | <ul style="list-style-type: none"> <li>• New client opportunities are identified and nurtured through proactive outreach and referral networks.</li> <li>• Onboarding of new clients is professional, timely, and sets clear expectations and measures of success.</li> <li>• No8HR's reputation is enhanced through visible, consistent, and high-quality client outcomes.</li> </ul>                                                                                                             |
| continuously improve delivery and systems                                                                 | <ul style="list-style-type: none"> <li>• Smarter systems and processes (including CRM and AI tools) are adopted to enhance client experience.</li> <li>• Proposals, contracts, and documentation are accurate, timely, and branded to a high standard.</li> <li>• Delivery risks and dependencies are identified early and mitigated collaboratively with specialists.</li> </ul>                                                                                                                  |
| Contribute to sales and revenue targets through relationship-led growth and cross-service opportunities.  | <ul style="list-style-type: none"> <li>• Sales and revenue targets are supported through relationship-led growth and service expansion.</li> <li>• Collaboration across the No8HR team ensures clients experience a seamless end-to-end service.</li> <li>• Client and business information is accurate, secure, and compliant with legal and company standards.</li> </ul>                                                                                                                        |
| Always work within the context of ensuring a healthy, safe, and positive workplace.                       | <ul style="list-style-type: none"> <li>• A no-harm culture permeates through our business.</li> <li>• Company health and safety procedures are understood and implemented.</li> <li>• Appropriate care is taken in our own and client environments.</li> <li>• There are no serious harm accidents.</li> <li>• Work-days lost through accident or injury are less than 1% of available work time.</li> </ul>                                                                                       |

## Person Specification

### Personal Attributes

- Strong relationship builder with credibility among senior leaders.
- Commercially astute with sound judgement and the ability to influence across different audiences.
- Proactive, solutions-focused, resilient, and adaptable under pressure.
- Highly organised with excellent follow-through across multiple clients and workstreams.
- Warm, professional communicator who brings energy to conversations.

### Experience and Qualifications

- Proven experience in managing and growing client relationships, ideally in the primary sector.
- Background in agri relationship management, consulting, or a comparable client-facing role.
- Experience leading recruitment engagements is desirable.
- Familiarity with HR, compliance, leadership, or training services is advantageous.

### Professional and Technical Skills

- Proficiency with CRM systems and confident using AI-enabled tools to improve delivery.
- Strong written communication (proposals, scopes, reports) and verbal presentation skills.
- Structured planning and prioritisation; attentive to detail and documentation quality.
- Comfortable facilitating client discussions, including high-stakes or sensitive conversations.
- Intelligent and intuitive; quickly assesses situations.
- Highly organised and efficient with strong attention to detail.
- Willing and able to learn new processes and systems quickly.

## Non-Limitation Clause

This job description is designed to give an indication of the type of work and performance expected of the jobholder. It does not provide an exhaustive list of duties or performance standards and the jobholder agrees to undertake any other tasks that are consistent with the position and with the provision of quality service to the organisation. This includes the provision of support to other areas of the business as required.

## Acknowledgement

I have read and understand the above position description.

Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_