







# Business Support Lead – Commercial

The Business Support Lead - Commercial provides high level executive business and administrative support to the Chief Commercial Officer (CCO) as well as supporting the wider Commercial Leadership team to operate effectively and efficiently.

This role also provides dedicated support to the Chair of NZRC and the global Board in its roles and responsibilities, including the coordination and administration of Board related activities such as communications, meeting schedules, travel arrangements and management of Board documents.

In addition, the Business Support Lead – Commercial is responsible for managing projects across the full project lifecycle within the Commercial workstream, ensuring effective planning, execution and delivery in alignment with organisational objectives.

 Location	 Team	 Leader	 Employment Type	 Direct Reports	 Span of Control
Auckland	Commercial	Chief Commercial Officer	Fixed Term / Full Time	Nil	Nil
<b>Key Stakeholder Groups</b> <b>Internal:</b> Commercial Leadership team, NZR Staff, NZRC Board <b>External:</b> Public/Visitors/Clients, Provincial Unions, Super Rugby Clubs, Sponsors and Commercial Partners, Suppliers, Other Stakeholders					

## What You Do

### Executive Support to the Chief Commercial Officer / NZRC Board Chairperson

- Provides timely, accurate and professional assistance of the highest standard to the CCO and Board Chairperson and ensures the most efficient and effective use of their time.
- Proactively manages the CCO's diary and collaborates closely with the Chairperson's EA to coordinate the Chairperson's schedule, planning and arranging appointments across multiple time zones.
- Builds and fosters influential relationships across a global network of stakeholders to drive international alignment and connectivity.
- Keeps all important stakeholders briefed (and consulted) as appropriate, including the CCO and Chair's families, management team, and other stakeholders.
- Proactively anticipates and manages a complex travel schedule involving both domestic and international travel to enable the CCO to meet an increasingly high level of demand to participate in matters relating to the global game.

- CCO and Commercial Leadership team strategic business support - planning, aligning, leading and executing required workflow and programme management as it relates to Commercial Strategy and strategic initiatives.
- Takes minutes at meetings and events as necessary. Provides proactive follow up of actions agreed between the CCO and the Leadership Team or members of their respective teams as appropriate.
- Develops and produces documents and presentation materials to a high professional standard.
- Arranges events scheduling CCO's and/or Chair's participation and time in the most effective manner, and forward planning as far as possible.
- Creates and maintains accurate and useable filing systems in accordance with NZR practices and procedures, and accesses information from these as required.
- Produces information/papers required by the CCO for meetings sufficiently far in advance of the meeting to be useful.
- Provides assistance with the preparation of Board papers where appropriate.
- Prepared when necessary to willingly take on whatever task is required to meet the objective at hand.
- Management and oversight of all financial administration in relation to the CCO: invoice coding, monthly reporting and tracking, purchase card coding, receipts and expense claim

## New Zealand Rugby Commercial Board

- Acts as first point of contact for all NZR Commercial Board enquiries.
- Provides professional and secretariat support and pro-active management of all board and sub-committee meetings.
- Proactively manages agenda setting, including scheduling and prioritising of items.
- Attends Board meetings to capture minutes and actions and distribute post meeting as appropriate.
- Follows up action points by working with key stakeholders such as the Chair of each Board and Committee.
- Prepares or assists in the preparation of the CCO's Report and papers for the NZRU, and all Board sub-committees.
- Provides a quality assurance role in respect of papers and reviews papers on behalf of authors to ensure they meet NZR standards.
- Ensures protocols and guidance material is accessible for the Board and continually reviewed and updated
- Maintains effective work practices, systems and productivity to meet the needs of the changing environment, by keeping abreast of best practice methodologies and technical competencies.
- Coordinates all Board members to attend NZRC Board meetings, official functions, Test matches, Investec Super Rugby matches, Mitre10 Cup matches, NZ national team matches, and any business-related official duty travel.
- Updates and communicates Board protocols.
- Ensures a strong process for Board Policy reviews to ensure these occur in a timely manner.
- Coordinates Board outfitting and adidas clothing.
- Board budget management – including setting, maintaining budget – coding of invoices and Pcards.

## Commercial Leadership Team Support

- Manages various Commercial workstreams and projects to ensure delivery to timelines.
- Provides, prepares and disseminates information to internal staff, New Zealand Rugby family and other stakeholders as required.
- Oversees organisation of Commercial Leadership and team workshops/meetings – agenda, room booking, catering, activities, guest speakers etc.
- Prepares agenda and records minutes for Commercial meetings, as required.
- Monthly financial reporting across Commercial as required.
- Operates and manages effective filing systems.

- Assists with the administration of in-house meetings and workshop with staff and external parties – agenda/scheduling/travel/setup/catering, as required.

### Project Management/Support

- Provides project management and coordination support for priority initiatives across the Commercial workstream, as directed by the Chief Commercial Officer.
- Supports project planning activities, including scheduling, tracking milestones, and monitoring deliverables to ensure timelines are met.
- Identifies, assesses, and monitors project risks, issues, and dependencies, recommending practical solutions and escalating where appropriate.
- Maintains project documentation, registers, and reporting to support governance, decision-making, and transparency.
- Liaises with project sponsors, project leads, and project teams to support alignment, progress tracking, and issue resolution.
- Provides, prepares, and distributes accurate and timely information to internal staff and key stakeholders to support effective project delivery.
- Coordinates and maintains project-related financial administration where required, including purchase card coding, expense processing and invoice management.

### Stakeholder Relationship Management

- Assists with hosting stakeholders and guests at internal and external meetings and events, including support with logistics e.g. travel and accommodation bookings, presentation preparation, room set up and catering.
- Organises travel arrangements for stakeholders when required.
- Provides information to external parties when required, passes request/s on to appropriate staff members in other cases, following up those requests as applicable.

### General

- Attends as an NZR representative at player promotions, filming etc. and other NZR Commercial partner events including Test Matches.
- Undertakes other duties as determined by the manager/s to meet team and organisation objectives, as required.

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## What You Bring

### Key experience and skills include:

- Extensive experience in an executive support role with previous experience partnering with Boards, executive and senior level managers.
- Solid experience providing end-to-end project support across multiple initiatives, contributing to planning, execution, and delivery activities.
- Strong coordination skills with the ability to track milestones, manage schedules and monitor deliverables across multiple projects.
- Proven ability to work collaboratively with project managers, senior leaders, and cross-functional stakeholders.

- High attention to detail, ensuring accuracy, consistency and timely updates of information.
  - Confident with all forms of technology including AV and telecommunications equipment.
  - An advanced user of Microsoft Word and an intermediate user of Excel and PowerPoint, familiarity with Google and other operating systems.
  - Fast and accurate word-processing skills.
  - Excellent communication skills, written and oral.
  - Excellent interpersonal skills, an ability to adopt a variety of approaches to interact professionally with variety of people and requests.
  - Excellent organisational skills, able to manage conflicting priorities professionally.
  - High degree of emotional maturity, with an ability to work unsupervised and use to use initiative.
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