

Position description



Title Business Development Manager	Reports to Head of Retail Planning & Partnerships
Division Retail	Department Planning & Partnerships
Location Auckland	Last updated 20/10/2026

Our commitment as a Crown Entity

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hāpori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

Role purpose / Kaupapa mahi

The Business Development Manager is responsible for proactively identifying, evaluating and securing opportunities that support the agreed growth and development priorities for Lotto NZ's retail network. The role manages new retail opportunities from initial prospecting and commercial assessment through to implementation and operational handover, and leads or supports strategic retail initiatives requiring strong retailer, supplier and internal stakeholder coordination.

The role uses market, network and performance insights to target opportunities expected to deliver incremental value while supporting Lotto NZ's responsible gambling commitments and broader strategic objectives.

Working as part of a small, collaborative team, the role partners closely with the Head of Retail Planning & Partnerships and Retail Knowledge and Partnerships Specialist to ensure growth opportunities are aligned with agreed network priorities and supported by effective agreements, systems, processes, information and operational handover.

What you will focus on / Ngā mea hei arotahi māu

Network growth and business development

- Responsible for developing and converting the assigned opportunity pipeline within the priorities, decision rights and network parameters agreed by the Head of Retail Planning & Partnerships.
- Develop and actively manage a qualified pipeline of prospective retail outlets aligned with network-growth priorities agreed with the Head of Retail Planning & Partnerships.
- Use sales, customer, network, demographic and geographic insights to identify areas of opportunity or under-representation.
- Proactively identify, approach and qualify prospective retailers, assessing commercial value, customer demand, geographic coverage, operational feasibility, implementation cost, delivery risk, responsible gambling and network impact.
- Prepare evidence-based assessments, recommendations and business cases to support prioritisation and approval of new retail opportunities.
- Lead commercial discussions with prospective retailers and progress approved opportunities through the agreement, implementation and commencement-of-trading stages, working with the Retail Knowledge and Partnerships Specialist on retailer agreement requirements and documentation.
- Coordinate site requirements, store fit-out, equipment installation and implementation readiness for approved opportunities. Work with the Retail Knowledge & Partnerships Specialist to apply the agreed retailer onboarding, agreement, training, compliance and documentation frameworks, and coordinate required inputs from Retail Performance and other delivery teams
- Ensure implementation, contingency and formal handover plans are in place for each approved outlet.
- Complete structured handovers to the relevant Retail Performance team members, including agreed post-implementation support and follow-up.
- Contribute to the setting of acquisition, conversion and implementation targets, maintain accurate opportunity and delivery information, and provide timely pipeline, forecast, delivery and benefits reporting for the role's portfolio.
- Work with the Retail Knowledge and Partnerships Specialist and relevant data teams to ensure growth reporting uses consistent data, measures and governance processes.
- Monitor the performance and value delivered by newly established outlets and recommend improvements to targeting or implementation approaches.
- Balance commercial growth with responsible network development, ensuring proposed outlets meet Lotto NZ's suitability, compliance, responsible gambling and health and safety requirements.

Strategic retail technology and change implementation

- Act as the Retail SME for relevant retail technology, store-format and network-development initiatives.
 - Lead retailer-facing implementation activities for self-service and other retail technology initiatives.
 - Assess store readiness, coordinate installation dependencies and support retailer and staff readiness.
 - Identify implementation risks, resolve issues and provide practical feedback to project and operational teams.
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- Lead or support the transition of successful pilots into scalable operational delivery, including implementation planning, retailer readiness, supplier coordination and operational handover.
 - Apply implementation insights and retailer feedback to improve future rollout approaches.
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Strategic retail initiatives

- Lead or support assigned retail growth and implementation initiatives within priorities agreed by the Head of Retail Planning & Partnerships.
 - Translate agreed initiative objectives into practical delivery plans, milestones and implementation requirements.
 - Coordinate internal contributors, suppliers and external partners, monitor delivery and escalate material risks, issues or decisions.
 - Capture implementation insights and contribute to the transition of successful initiatives into sustainable operational delivery.
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Stakeholder and relationship management

- Build relationships with prospective retailers, property stakeholders, suppliers and other external partners relevant to assigned opportunities, and engage with existing key accounts where required to deliver approved initiatives.
 - Work closely with teams across the Retail function to progress opportunities.
 - Negotiate constructively and manage competing commercial, operational and stakeholder requirements.
 - Represent Lotto NZ credibly in discussions with prospective and existing retail partners.
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Other

- Contribute flexibly to shared team priorities, planning and delivery, while maintaining clear accountability for assigned outcomes.
 - Undertake domestic travel as required to deliver the accountabilities of the role.
 - Any other duties as reasonably required by your manager or other key stakeholders.
 - Ensure all company policies, procedures and guidelines are followed and adhered to.
 - Take an active role in promoting and ensuring a safe and healthy workplace at Lotto NZ for yourself and others.
 - Lotto NZ's purpose is to provide safe games that allow New Zealanders to play and win while contributing money back to New Zealand communities: Ensure that minimising the potential for harm from our games is a key consideration in all day-to-day activities and decision making, through adhering to all Lotto NZ responsible gambling processes and policies.
 - Ensure the Lotto NZ Health and Safety policy is adhered to (including procedures in the Health and Safety Manual) and hazards, incidents and near misses are reported in the Health and Safety system in a timely manner.
 - Comply with all Lotto NZ security policies and instructions, complete all required security awareness training and report any security incidents or concerns in a timely manner.
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Your skills and experience / Ō pukenga me ō wheako

Technical skills

- Commercial judgement and financial literacy.
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	<ul style="list-style-type: none"> • Ability to interpret market, customer, network, geographic and sales information and translate it into practical recommendations. • Pipeline and opportunity management. • Business-case development and benefit assessment. • Project and implementation management. • Relationship development, negotiation and influencing. • Clear written communication, evidence-based recommendations and senior stakeholder reporting. • Risk identification, issue resolution and sound judgement. • Effective presentation and stakeholder communication skills. • Ability to balance commercial growth with responsible gambling, compliance, health and safety and operational requirements. • Proficiency in relevant digital tools and business systems.
Experience	<ul style="list-style-type: none"> • Demonstrated experience in business development, retail network growth, account development, property or site acquisition, retail implementation or a related commercial environment. • Evidence of developing and converting a pipeline of commercial opportunities. • Experience assessing opportunities and preparing evidence-based recommendations or business cases. • Experience leading multiple implementations involving internal teams, retailers, suppliers and other external parties. • Demonstrated ability to build effective relationships, negotiate and influence without direct authority. • Experience using performance and market insights to inform commercial decisions. • Experience in retail technology, store development or large-scale rollout programmes would be advantageous.
Qualifications	<ul style="list-style-type: none"> • A current, clean New Zealand driver licence is required. • A relevant tertiary qualification in business, commerce, property, project management or a related discipline is desirable, or an equivalent combination of relevant experience and professional development.

Authorities / Te mana o te tūranga

People responsibilities:	0 people
Signature authority of:	\$0