

Position description



Title
Senior Retail Product Manager

Reports to
Head of Retail Performance

Division
Retail

Department
Retail Performance

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 Senior Retail Product Manager is responsible for leading Lotto NZ's Retail Product function and ensuring retail products, suppliers and associated operational processes are effectively developed, prioritised, supported and continuously improved.

The role provides leadership and oversight across multiple retail product portfolios and is accountable for establishing product management frameworks, supplier management standards, operational disciplines and governance practices that support the successful delivery of Lotto NZ's retail strategy.

Through the leadership of Retail Product Managers and collaboration with internal stakeholders, suppliers and business partners, the Senior Retail Product Manager ensures retail products and services deliver value to retailers, customers and the business while maintaining operational excellence, commercial effectiveness and service quality.

What you will focus on / Ngā mea hei arotahi māu

High performing retail product function

Accountable for ensuring the Retail Product function delivers consistent, commercially sound and customer-focused outcomes across all product portfolios.

- Product portfolios operate under consistent governance and management disciplines.
 - Product priorities support the Retail strategy and business objectives.
 - Resources are effectively allocated to maximise business value.
 - Retail Product Managers are engaged, capable and accountable.
 - Product initiatives deliver intended benefits and outcomes.
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Effective portfolio governance and prioritisation

Accountable for ensuring retail product investment, prioritisation and governance support the successful delivery of the Retail strategy.

- Product portfolios remain aligned to strategic, commercial and operational priorities.
 - Risks, dependencies and opportunities are identified early and actively managed.
 - Portfolio decisions are informed by data, commercial value and customer outcomes.
 - Investment recommendations support long-term business objectives.
 - Portfolio performance is transparent and well understood.
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Strategic supplier leadership

Accountable for the strategic oversight of key, high-value or cross-portfolio suppliers, ensuring they deliver value, service quality and commercial outcomes for Lotto NZ

- Strategic supplier relationships are effective and productive.
 - Supplier performance meets agreed expectations.
 - Commercial arrangements support sustainable business outcomes.
 - Supplier risks are appropriately managed.
 - Suppliers contribute positively to retailer, customer and business outcomes.
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Operational excellence and risk management

Accountable for establishing and maintaining the governance, control and risk management frameworks within which retail product portfolios operate.

- Governance and assurance arrangements support effective decision making.
 - Operational risks are effectively identified and managed.
 - Forecasting, inventory and continuity arrangements support reliable product delivery.
 - Product portfolios operate efficiently and effectively.
 - Organisational, regulatory and contractual obligations are consistently met.
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Strategic stakeholder leadership

Accountable for building trusted relationships and alignment across stakeholders to support the Retail strategy and product outcomes.

- Stakeholders are aligned on priorities, opportunities and risks.
 - Product decisions are informed by stakeholder, retailer and customer needs.
 - The Retail Product function is recognised as a trusted source of advice and expertise.
 - Cross-functional collaboration supports successful business outcomes.
 - Organisational change is effectively supported and embedded.
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High performing team

Accountable for creating an environment where people thrive, perform and contribute to the success of the Retail Product function.

- Team members are engaged, capable and accountable.
- Performance expectations are understood and achieved.
- Capability and succession pipelines are strengthened.
- A culture of collaboration, learning and continuous improvement is evident.
- Team performance contributes to Retail business outcomes.

Other

- 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

- Strategic portfolio management and prioritisation.
- Strong commercial, financial and investment evaluation capability.
- Advanced supplier governance and contract management expertise.
- Ability to develop and implement product management frameworks and governance practices.
- Strong leadership, coaching and capability development skills.
- Strong change leadership and stakeholder management capability.
- Ability to influence at senior leadership and executive level.
- Strong analytical and strategic thinking skills.
- Ability to balance operational requirements with long-term business objectives.
- Strong risk management and decision-making capability.

Experience

- 8+ years' experience in product management, commercial management, retail operations, supply chain or a related discipline.
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	<ul style="list-style-type: none"> • Demonstrated experience leading people and building high-performing teams. • Experience overseeing multiple portfolios, programmes or product categories simultaneously. • Proven experience establishing governance frameworks, standards and operating models. • Experience leading significant supplier negotiations and commercial relationships. • Experience developing business cases and investment recommendations. • Experience influencing senior leaders and leading cross-functional initiatives. • Experience driving organisational change, transformation and continuous improvement. • Experience operating in a complex customer-facing or retail environment.
Qualifications	<ul style="list-style-type: none"> • Tertiary qualification in Business, Commerce, Supply Chain, Marketing or a related discipline. • Leadership, programme management or business improvement qualification desirable. • Relevant professional certifications and industry experience highly regarded.

Authorities / Te mana o te tūranga

People responsibilities:	2
Signature authority of:	\$0