

JANNA GRANT

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PERSONAL PROFILE

I am an enthusiastic and passionate business leader. I thrive on being involved in purposeful and impactful work, engaging directly with partners to develop strong connections and solutions. I am adept at navigating complex and constantly changing environments, shaping strategic visions, and executing initiatives that maximise success. I am a seasoned and authentic people leader, lead by example and create high performing and engaged teams by providing purpose, direction, tools and coaching.

EXPERIENCE

Human Capital Consulting | Korn Ferry | Auckland Feb 2011 – August 2023

Korn Ferry is a global Professional Services Consulting firm. I have spent the last 7 years as a member of the Australia and New Zealand (ANZ) Senior Leadership Team within the Talent Solutions (Recruitment Process Outsourcing, RPO) business. Throughout my tenure the business has quadrupled in size have led internal and client facing functions and teams varying in size and complexity. I have worked with clients across sectors and counties such as Fonterra, NZ Post, IAG, Fisher & Paykel Healthcare and Nike.

I have led the New Zealand business and fostered an environment of trust, performance, inclusivity and belonging. I am a passionate advocate for diversity and have been a founding member of the Organisation's Diversity and Inclusion working group and introduced local partnerships such as the New Zealand intern program partnering with TupuToa.

Vice President Client Success ANZ | Korn Ferry | Auckland July 2022 – August 2023

As a newly created senior global role, I implemented and led our Client Success Function across ANZ. I partnered with global clients to ensure the successful delivery of complex technology enabled solutions. This included managing clients through the sales cycle, oversight of implementation, management of technology partner relationships and transition to operations.

Key achievements

- Establishment of ANZ function and strategic direction
- Refinement of go to market strategy.
- Implementation of the organisation's first technology-based solution
- Multi country complex solution delivery
- Refinement and development of technology solutions with global product development teams

Vice President Operations ANZ | Korn Ferry | Auckland July 2021 – July 2022

- Led a dynamic team of 80+ professionals geographically split, overseeing client relationships, account management, and service delivery for a diverse portfolio of clients in New Zealand, Australia and Asia.
- Developed and executed strategic plans that consistently exceeded client expectations, resulting in a 100% client retention rate.
- Negotiated and closed high-value contracts.

Responsibilities:

- Executive account sponsorship and strategic direction
- Head of New Zealand business
- Commercial management
- Client sales and re-signs.
- Solution design and deployment
- People Leadership

Key Achievements

- Commercially managed \$15 million annual portfolio
- 100% success client renewals
- Driving local market presence: hosted in person events and webinars
- Introduction of partnership with TupuToa for New Zealand business
- Introduction of new services and products – first globally
- Regional Consumer Sector lead
- Awarded number 1 RPO provider in APAC and globally in HRO Bakers Dozen 2022

Client Director Operations ANZ | Korn Ferry | Auckland
March 2017 – July 2021

Responsible for leadership, strategy, and solution of a portfolio of our RPO Accounts, Internal Talent Delivery Network and driving market presence across our NZ business.

Responsibilities:

- Set strategic direction for RPO solutions and ANZ Talent Delivery Network
- ANZ RPO Business SLT Member
- Commercial management and operational responsibility to \$8m + annual portfolio
- Leading delivery teams (100+ people) located in 7 countries delivering into 11 countries.

Key Achievements

- Delivered significant internal change project transforming 'Talent Delivery Centre' to the virtual 'Talent Delivery Network'. This model was leveraged and implemented globally
- Retained 100% of clients with significantly increased volatility through Covid
- Achieve KPIs across revenue, margin, and cost base

ANZ Talent Delivery Centre (TDC) Director | Korn Ferry | Auckland
July 2016 – February 2017 (6-month secondment)

The Talent Delivery Centre (TDC) is an internal support centre managing all sourcing, screening, and administrative activity for our 25-30 ANZ RPO solutions. During my secondment, I was responsible for:

- Leadership of TDC (5 Team leads, direct team of 80).
- Developing and embedding annual ANZ TDC strategy.
- Ensuring high performance for the centre including creating quality and productivity metrics, Team engagement and capability, relationships with onsite colleagues.

Talent Acquisition Team Lead Fonterra | Korn Ferry | Auckland & China
April 2013 – June 2016

Based on site with Fonterra I was responsible for leading recruitment delivery into different business units at Fonterra ANZ. During my time I was seconded for 6 months to China to manage our newly created RPO offering for Fonterra based in Shanghai and Beijing.

Recruitment Marketing Lead | Korn Ferry | Auckland
February 2011 - April 2013

**HR Business Partner – Talent Acquisition | The British Library | London
August 2008 – January 2011**

- Head recruitment function for the Library
- Implement Library's recruitment strategy.
- Define and produce corporate recruitment performance measures.
- Recruitment lead on employer branding and engagement

**HR Analyst (Contract) | Morgan Stanley | London
March 2008 – July 2008**

**Resourcing Manager – Transport for London | Reed Managed Services | London
June 2006 – January 2008**

**Recruitment onsite Manager – TeleTech | Kelly Services | Auckland
February 2003 – March 2006**

SKILLS

- Commercial management
- Partnership management
- Effective Leadership
- People development and mentoring
- Strategy development
- Bid and Sales management
- Change Management
- Market Presence

EDUCATION

Bachelor of Commerce, Major in Management, Minor in Education and Marketing | University of Canterbury | 2001

Myers Briggs Type indicator | Qualified Practitioner | 2010

SHL Ability and Psychometric Assessments | Qualified Practitioner | 2010

Miller Heiman Strategic Selling | 2017