



Hiring Team
Kiwibank
Christchurch

7 October 2026

APPLICATION FOR RETAIL LEADERSHIP COACH CHRISTCHURCH

Dear Hiring Team,

I am applying for the Retail Leadership Coach role in Christchurch. What drew me to it is the principle at its centre: people leaders are the head coaches, and the coach's job is to help them get better at it. That is how I have worked with leaders for more than a decade.

Since 2013, I have coached business owners, executives and leadership teams through one-to-one work, group programmes and workshops. I help leaders get clear on their goals, plan the work and follow through with the people they lead. The aim is always that the leader owns the result and the habit, not me.

A few principles shape how I coach. I am tough on standards and tender on people, because leaders can hear hard feedback when they know you are on their side. I seek first to understand, then to be understood, which suits the observation coaching at the heart of this role: I watch how a leader coaches before I comment on it. And I help leaders define what good looks like, then what great looks like, so they know when they are on track and what to stretch for.

I have also carried the accountability my coaching clients carry. As CEO of McIntyre Dick and Partners, a professional services firm of about 50 people, I developed the leadership team's ability to coach, delegate and lead change in their own areas, while remaining responsible for financial performance and governance reporting. Earlier Army service, including physical training instruction, taught me to give clear feedback and adapt learning to individuals and teams.

My background is in professional services, business coaching and adult instruction. I would start by learning Performance+, Leadership+ and Service & Customer+, spending time with your leaders and agreeing clear boundaries with Learning & Capability. I would use performance insights to focus the work, support 90-day and monthly planning, then observe, coach and follow up through the team's regular rhythms. The aim would be to strengthen each leader's own coaching and measure the difference it makes.

I live in Lincoln and would welcome a conversation about how I could help your leaders grow the people who serve Kiwibank's customers.

Kind regards,

KRIS MACLELLAN