

# The Expert Edge

Your quarterly community newsletter from Jade & Natasha

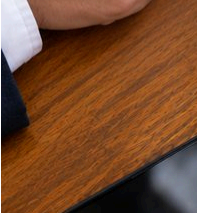
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## THIS ISSUE IN 30 SECONDS

- Big news:** Expert360 has joined Swipejobs, and what that means for you (short version: nothing changes for you today, but smarter technology and investment in our teams to come).
- Meet your peers:** three Experts who've handled change well this quarter, plus a Q&A with Michelle Bain.
- Practical stuff:** weekly timesheets, Labour Day on 26 October, and telling us your Christmas leave plans.
- Market view:** our Talent market update, and Evan on what's changing across MarketPlace.

## 01 - FROM YOUR ERM TEAM



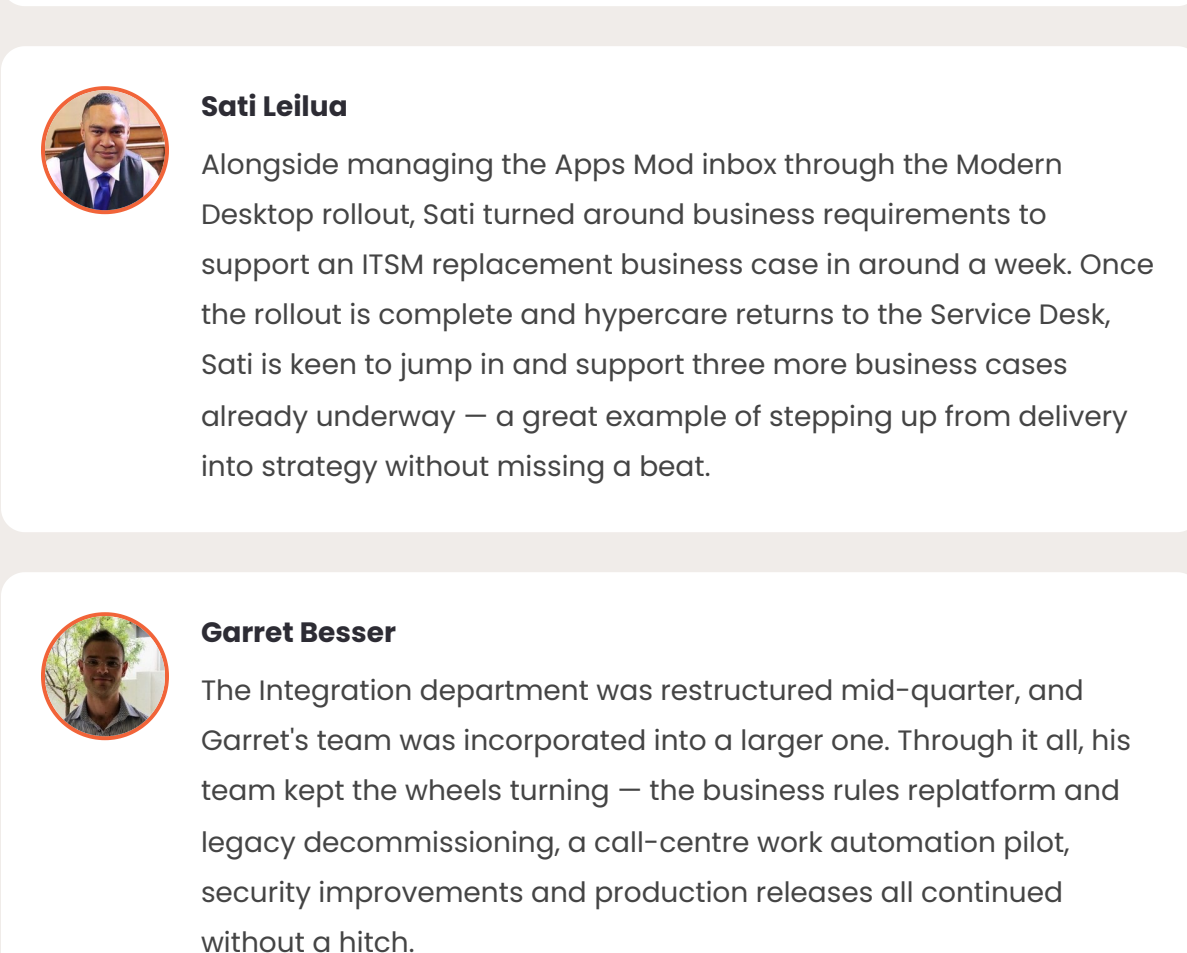
### Jade & Natasha

Expert Relationship Managers - Wellington & Auckland

## Leaning Into Change

Change shows up differently for everyone in our community. For some of you it's a new project or a new client. For others it's stepping into a different division, picking up a new skill, or simply figuring out what's next once a contract wraps up. Wherever you're sitting with it right now, this issue is about how our Expert community leans into change — and comes out stronger for it.

Off the back of Q2's look at AI — itself a story about change — this quarter we're turning the lens onto you: the moves you've made, the lessons you've picked up, and the support that's there when things shift. Timely, too — we're working through a change of our own here at E360, more on that shortly. We've spoken with an Expert who's navigated real change this year, and with Evan on what he's seeing in the job market right now.



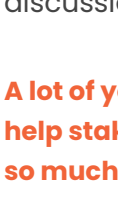
As always, thank you for being part of what we're building here. If there's something you'd love us to cover in a future issue, just reply and let us know.

Jade & Natasha

## 02 - EXPERT GOOD WORK HIGHLIGHTS

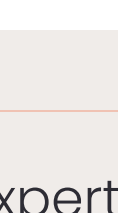
## Standout moments from the community

A few of the Experts who've taken change in their stride this quarter — a stretch project, a move between divisions, or a tricky client transition handled well.



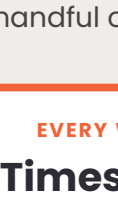
### Michelle Bain

Michelle moved onto the DigiMod programme in July, stepping into a highly ambiguous, early-stage environment. Since then, she's helped bring clarity to discovery by turning complex ideas, conversations and emerging requirements into visual stories, diagrams and models that have enabled stakeholders to align on direction and make informed decisions. It's a great example of how visualisation can help a new programme gain momentum when everything is still taking shape.



### Sati Leilua

Alongside managing the Apps Mod inbox through the Modern Desktop rollout, Sati turned around business requirements to support an ITSM replacement business case in around a week. Once the rollout is complete and hypercare returns to the Service Desk, Sati is keen to jump in and support three more business cases already underway — a great example of stepping up from delivery into strategy without missing a beat.



### Garret Besser

The Integration department was restructured mid-quarter, and Garret's team was incorporated into a larger one. Through it all, his team kept the wheels turning — the business rules replatform and legacy decommissioning, a call-centre work automation pilot, security improvements and production releases all continued without a hitch.

## 03 - INTERVIEW WITH AN EXPERT

### A CHANGE STORY



## Michelle Bain

*"Often, helping people see the story is what enables them to move forward with confidence."*

Michelle Bain

**You moved onto DigiMod in July when things were still ambiguous. What was that first stretch like?**

The first few weeks were about becoming comfortable with uncertainty. There were lots of ideas, assumptions and opportunities being discussed, but not always a shared understanding of how they connected. Rather than trying to define everything immediately, I focused on listening, asking questions and understanding different perspectives.

What I found was that people often understood their own part of the picture but were struggling to see how it related to the broader programme. That's where I started using visual models and diagrams to bring conversations together.

Creating a shared picture helped uncover gaps, challenge assumptions and move discussions forward much faster than lengthy documents alone.

**A lot of your early work was building visual stories of what we are trying to achieve to help stakeholders align during discovery. How did you figure out where to start when so much was still unclear?**

When things are unclear, I find it helpful to start by capturing what we do know rather than worrying about what we don't. I begin by listening to stakeholders, identifying recurring themes and looking for connections between people, processes, decisions and outcomes.

As a visual storyteller, I use graphics and mind maps to make those connections visible. A diagram doesn't just document information, it helps tell the story of how the programme works today, where the pain points are, and where opportunities exist. Once people can see the story laid out visually, it becomes much easier to align on priorities and identify the next steps.

**What would you tell another Expert who's nervous about stepping into a new team, project or programme?**

Don't feel pressured to have all the answers straight away. Some of the most valuable contributions come from asking good questions and helping others make sense of complexity.

New environments can feel overwhelming, especially when they're evolving quickly, but that's often where our skills add the most value. Be curious, spend time understanding different perspectives and don't underestimate the impact of turning complex discussions into something clear and visual. Often, helping people see the story is what enables them to move forward with confidence.

## 04 - COMPANY UPDATE

## Expert360 has joined Swipejobs

**New ownership, same commitment: supporting you through every next step.**

You may have already seen the news — Expert360 has joined Swipejobs. The short version: same Expert360 brand, same service, same contracting model. Nothing about how you work with us is changing.

What it does mean is more opportunity down the track, not a different way of working overnight. Swipejobs' platform is built to match people to roles in real time, but any rollout here will be gradual and shaped for the Australian and New Zealand market.

Your relationship with your ERM remains exactly as central as it's always been. Our approach hasn't changed: personal, practical communication, and an open door for any questions as plans develop.

Beyond the scenes, we're using this moment to make onboarding and ongoing support clearer and more joined-up for you — more on that below — while keeping the hands-on support you already know from us.

## 05 - OPS UPDATES

## A few practical updates

A handful of updates from our Ops team, in plain English.

EVERY WEEK

**Timesheet**

Submit your timesheet

MON

**26 Oct**

Labour Day public holiday (NZ)

MONTH END

**Approvals**

Timesheets approved to be included in pay

DECEMBER

**Leave**

Tell your ERM your Christmas break plans

**A smoother start for new Experts**  
We're simplifying the new-starter experience — moving away from one overloaded email and towards earlier, clearer communication at each stage: contract-signing, pre-start and post-start. We're also making sure there's clear ownership and continuity throughout.

**Timesheets — weekly, please**  
Please submit your timesheet each week. To make sure you're paid on time, it's worth checking your timesheets are approved by month end — we can't include anything still awaiting approval in that month's pay, so a quick nudge to your approver goes a long way.

**Labour Day — Monday 26 October**  
A reminder that Labour Day is a public holiday in New Zealand. There's nothing to log for the day, so please leave it blank on your timesheet (no need to enter a zero), and reach out to your ERM if you have any questions.

**Planning leave and the Christmas break**  
With the end of the year approaching, now's a good time to start thinking about your leave. Many clients slow down or shut down over the Christmas and New Year period, so please let us know about any leave you're taking or planning to take — including time around client shutdowns. It helps us keep you, your client and your timesheets on the same page. Whether it's a day or a few weeks, just let your ERM know as soon as you have your dates.

## 06 - KA PAI CORNER



+ SEPTEMBER WINNER

### Kawal Batra

New Zealand - Nominated by Natasha Symonds

One Team, One Dream

*Kawal has led our Visa / kiwibank team as Project Manager for the past 3.5 years. He always puts the team first, meticulously tracking every milestone and ensuring the other members of the team are recognised for their achievements. He often takes a back seat when it comes to recognition himself, so it's wonderful to see Kawal recognised for someone who truly lives and breathes our One Team, One Dream value every day.*

— Natasha Symonds

Know someone who's gone above and beyond? We'd love to hear about it. The more nominations we receive, the more chances we have to celebrate the great work happening across our Expert community. We love to see them coming.

[Submit a nomination](#)

## 07 - TALENT MARKET UPDATE

## What our Talent team is seeing

A quarterly read on the market from the team closest to it — what's shifting for candidates, clients and contract work across NZ.

### NEW ZEALAND MARKET UPDATE

From Amy Walker, Head of Talent & Supply, NZ

#### Market Overview

The NZ technology and business transformation market is still relatively buoyant this close to election. SEEK job ad volume is up almost 10% on this time last year and still climbing. Across the board recruitment processes are taking longer as many of the strongest candidates remain employed in permanent positions or have secured contract extensions. This has reduced the immediate availability of high-calibre technology resources and extended time-to-fill across a number of specialist roles.

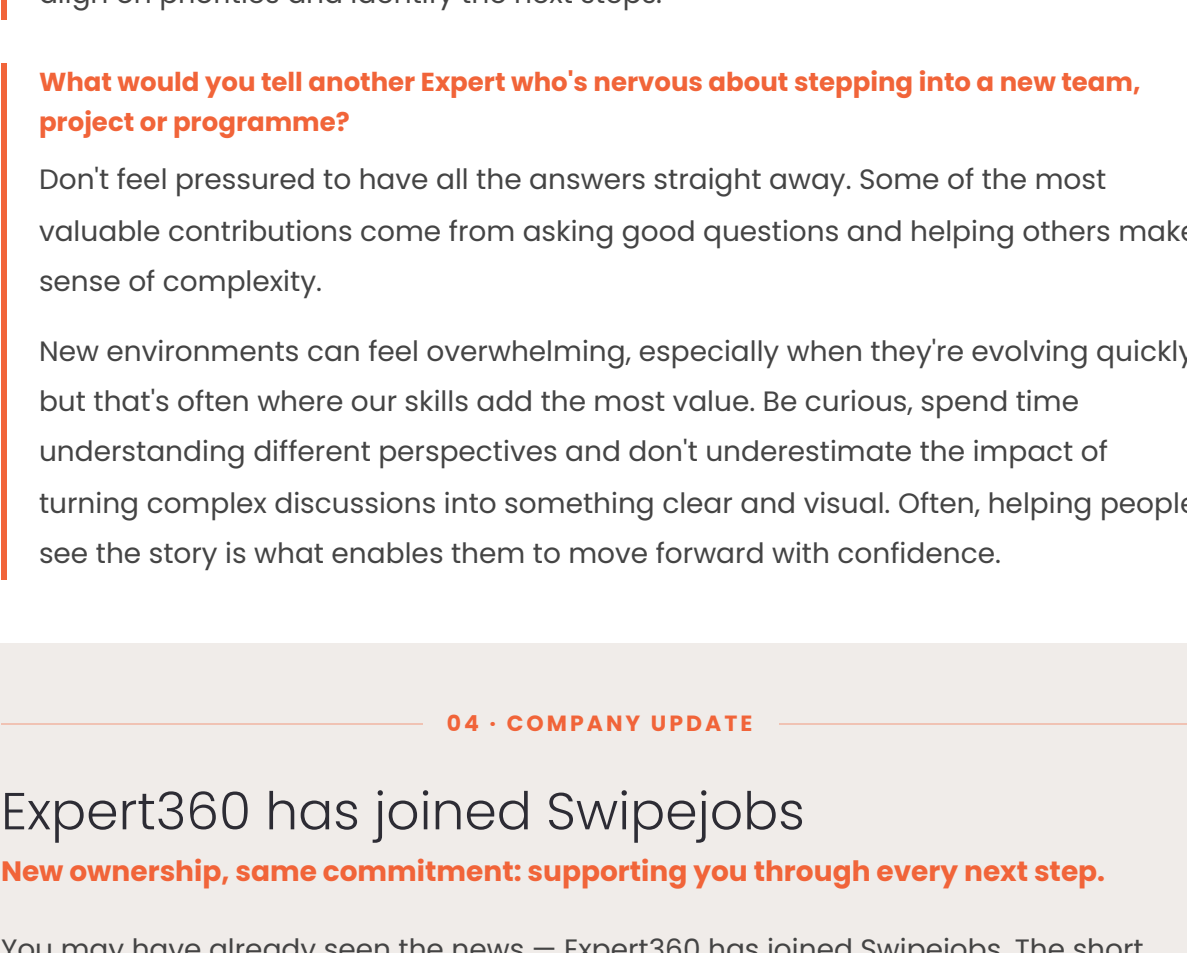
#### Where is the demand?

- Project management: increasing.** We're seeing more demand for Project Managers across the board, including SAP Project Managers.
- Architecture:** one of the busier segments of the market currently, with organisations seeking capability across enterprise, solution and cloud architecture disciplines as transformation programmes progress.
- Data-focused roles;** also continue to attract demand, reflecting ongoing investment in digital capability, reporting, analytics and AI-related initiatives.
- Business analysis:** remains steady and consistent, with organisations continuing to engage experienced BAs across technology delivery, transformation and business change programmes. Demand levels have remained relatively stable throughout the year.
- AI** – 4.0% of NZ job ads now reference AI skills, according to SEEK. Mentions rose 4.4% month on month and 93.3% year on year – nearly doubling in 12 months. The most commonly requested AI skills:
  - Agentic AI:** up 7.1% month on month
  - AI Ethics & Governance:** up 7.9% month on month
  - Generative AI:** up 2.3% month on month

This indicates organisations are moving beyond experimentation and increasingly focusing on AI governance, responsible implementation and practical deployment of AI-centric solutions.

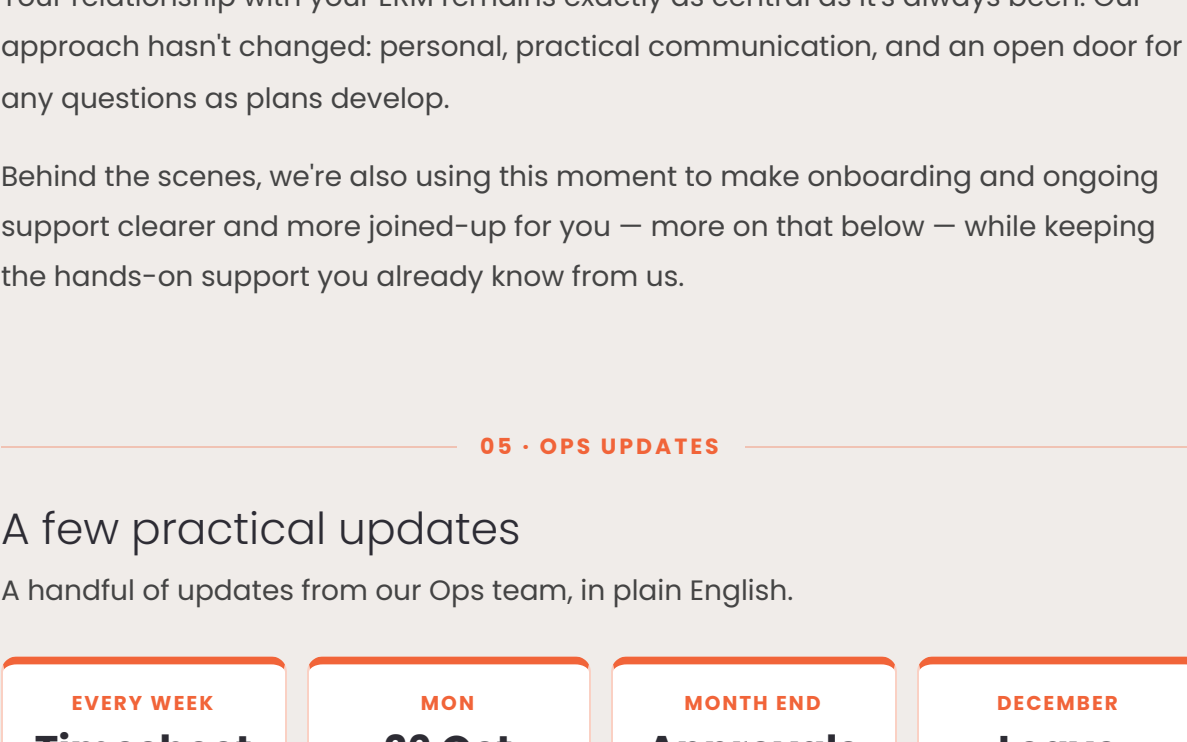
#### Job Ad Volume

SEEK data shows New Zealand job ad volume up almost 10% on this time last year, and steadily increasing. Volumes are recovering from the 2024–25 low, though still below the 2016 average and short of the 2022 peak.



#### Internal Demand Insights — Our role mix over the last 12 months:

The top three role types made up 55% of roles we worked on



## 08 - INSIDE EXPERT360

### AN INTERVIEW WITH

## Evan

Setu Evan Belford - Practice Director

As a Practice Director, Evan works directly with clients across the Wellington and Auckland tech and transformation markets. We asked him for his read on Q3 from the coalface — what's shifted, and what to watch heading into Q4.

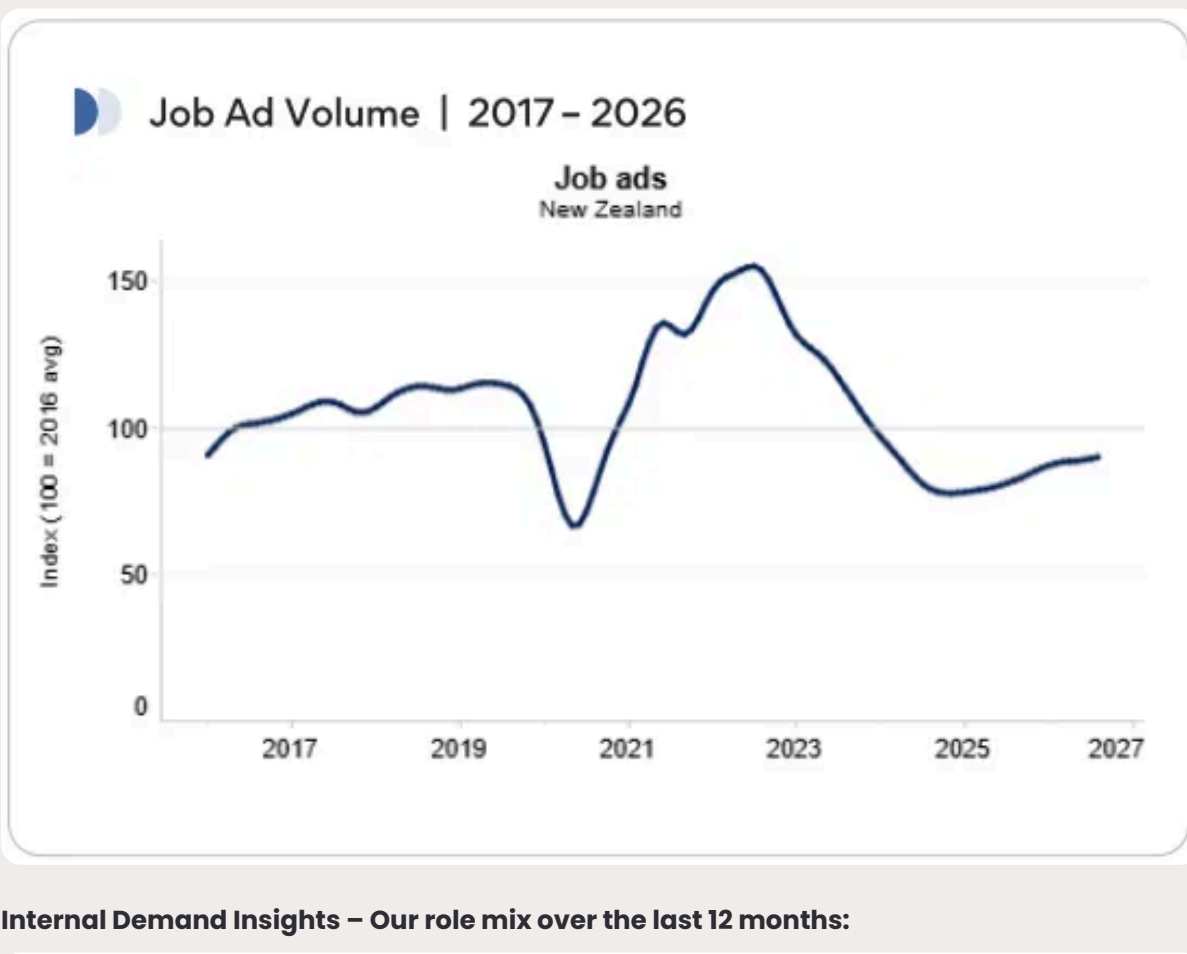
**Has anything shifted in your corner of the market this quarter that's changed how you're working with clients?**

Auckland and Wellington are moving at different speeds right now. Auckland's quieter, but our genuine improvement in confidence and hiring activity — we're also seeing our financial services and banking clients lean more toward an Auckland-based workforce. Wellington's more mixed: some public sector clients are active with new projects and need extra hands to help close out work already in flight, while others are still in freeze mode or working through change. Budget pressure and a lack of senior candidates are the two biggest hurdles coming up in almost every client conversation at the moment. It's also worth being upfront about rates — cost of living is understandably pushing a lot of you to ask for more, but clients are feeling the same cost pressure, so there can be a gap between the ask and what's on the table. Worth factoring in as you think about negotiating.

**What are you expecting to see more of in your division heading into Q4?**

A few things worth keeping an eye on. Election season in November could see a bit of a slowdown in hiring in the lead-up, as agencies hold off on decisions — even though there's plenty of talk about work that still needs doing. More broadly, expect hiring to stay a little slower and more cautious than usual — if a process feels slow, that's the market being careful, not a reflection on you. And on AI: clients see it as a way to bring costs down over time, but it still takes skilled people to actually build and implement it. If that's your space, the opportunity is very much still there — it's just shifting toward who can deliver the change, not just talk about it.

## 09 - A FINAL WORD



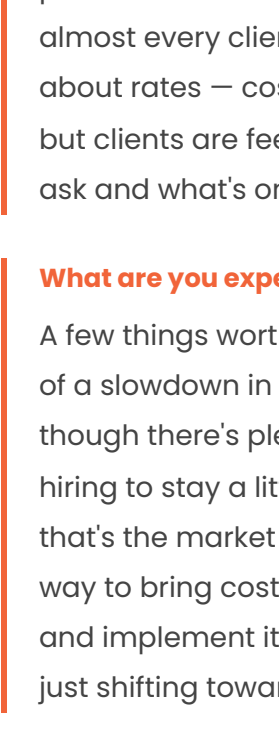
This newsletter lands quarterly — if there's something you'd like us to cover, please reply and let us know.

Thank you for being part of the Expert360 community. Whether you've been with us for two weeks or ten years, your work, professionalism, and partnership shape the reputation we're proud of today.

Your ERM will check in soon — but if you need anything before then, we're only ever a call or message away.

## PREVIOUS EDITION

Missed last quarter's issue, or want to revisit it? Catch up on the Q2 Expert Edge here.

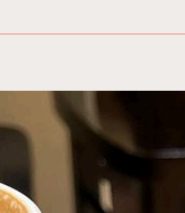


### Q2 2025 - ISSUE 2

All about Artificial Intelligence: what it means for your career, and an interview with Paul Alexander.

[Read the Q2 issue](#)

Own It • Aim to Wow • Always Evolve • Trust • One Team, One Dream



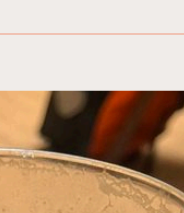
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Our Mission is to empower you to do the best work of your life.

Our Vision is to be the #1 destination in the world for the best talent.