

# Programme & Operations Manager



REPORTS TO	LOCATION	DIRECT REPORTS	GROUP
General Manager Digital and Data	Auckland/Wellington - Hybrid	1	Digital and Data

**“Our purpose is to grow companies internationally – bigger, better, faster – for the good of New Zealand”**

**“Tā mātau whai kia whakakaha kamupene – kia nui ake, kia pai ake, kia tere ake – mō Aotearoa ngā whiwhinga”**

## **WHY IS THIS ROLE IMPORTANT? | TE MANA Ō TE MAHI?**

This role provides critical advice to the GM Digital and Data. They create clarity by providing a single view of the Digital and Data total work programme and inform prioritisation of total effort. They are tasked with enabling Digital and Data leaders to clearly see interdependencies, map out stages of work, identify resource and capacity constraints, and have a view of the longer-term horizon. This role will help develop new ways of working that create speed and efficiency in this newly formed team. They will be responsible for consistent business cases and the important role is a key point of contact for the team and the wider organisation, especially the Portfolio Manager and other Business Advisors. They will also lead Digital projects at times.

## **WHAT'S THE ROLE ABOUT | TE NGAKO Ō TE MAHI?**

**The most important work of this role is to...**

- Be the principal advisor to the GM Digital and Data on our overall work programme and ways of working.
- Inform prioritisation of effort by bringing transparency of total work programme for the GM and Leadership team.
- They will oversee the work programme, reporting on progress; and working with Directors to understand and develop future actions within that work programme. Most importantly they will map the resources required and identify capacity constraints across projects.
- Proactively find inefficiencies in our way of working and together with the Leadership team design and build more efficient “ways of working”. Understand the core roles and how we work, to identify the areas of improvement that could drive impact across our operations.
- Manage centralised business planning and reporting across the team.
- As work programmes get formed (and require either Business Case, Audit and Risk Committee approvals or Lead Team approvals), they will work with key stakeholders (ie Digital and Data leadership; Legal; Finance) to draft and/or align relevant documentation - ensuring a cohesive approach is taken every time across the Digital and Data Team.
- Lead digital or data projects, managing the tasks, timelines and coordinating effective collaboration.

- While not responsible for budgets they will work with key leaders to ensure budgeting processes are maintained.

## Relationship Management and Leadership:

- Develop and maintain professional relationships with Digital and Data Leadership team and your key stakeholders (ie Legal, Finance, Risk) both internally and externally.
- Work cross-functionally with other Business Advisors, Operational roles, and the Programme Manager on coordinating planning, tracking progress on work programmes, identify and elevate risks.
- Understand existing ways of workings and respect methodologies (e.g. Agile), and how to create a harmonious effective approach for the wider team without creating duplication.
- Lead various stakeholders towards delivering a project goal, providing leadership around challenges and problem solving.
- Provide Leadership to their wider team, providing clarity of work to be done.

## Success in this role means:

- Supporting the GM to be successful by proactively ensuring we are prioritising our efforts correctly and delivering.
- Your superpower will be providing clarity. While being able to be very detailed in the work plan, you can elevate above that detail to provide a strategic overview to the GM
- Designing a more consistent approach to how Digital and Data teams approach their work – pushing work more efficiently through our own teams and how and when we engage with other stakeholders.
- Understanding the Customer Way and Investment Way and how that relates to the work programmes we are prioritising.
- Has strong experience implementing digital projects, including familiarity of project management software, and effective tools and processes to lead best practice digital project management at NZTE.

## WHAT CAPABILITIES ARE NEEDED TO SUCCEED | Ō PŪKENGA?

- **Can create clarity** – Spends time on what's important; zeros in on the critical, eliminates roadblocks; creates focus for self and team. Can drive the team to prioritise.
- **Articulate communicator** – Creates clarity in how they engage with people and communicate.
- **Process oriented** - An ability to manage multiple needs, priorities, and expectations. Can proactively identify ways to improve processes, systems, and practices. Experience in digital processes and project management.
- **Flexible and proactive** – Can eliminate roadblocks without being knocked off balance by the unexpected. Can effectively cope with change, ambiguity, can decide and act without having the total picture. Ability to be self-directed and motivated.
- **Problem solver** – Use initiative, be forward thinking and decisive with decision making while staying cool under pressure. Super attention to detail and accurate. Anticipates the impact of choices on down stream work, particularly in the technology environment –and can therefore mitigate risk and impact on timelines.
- **Commercial acumen** – experienced with budgets and driving commercial outcomes.

# Programme & Operations Manager



- **Digital Project Management** - strong experience in digital project management including processes, systems, tools and technologies that can aid successful implementation of projects.
- Technical capability – while a project manager skillset is key, it's important to be able to apply that within the context of Product, Digital and Data teams. Understanding of methodologies, language and technical skills are important.

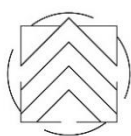
# Programme & Operations Manager



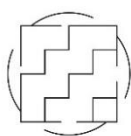
## Our characters | Ō mātou uara

- **Ambition drives us** – Our ambition for our customers is high, and we always rise to the occasion. We help meet their business expectations by expecting greatness of ourselves.
- **Adventure teaches us** – Experimentation is more powerful than perfection, as only through learning from our missteps can we truly succeed. That's why 'giving it a go' is the best way to learn.
- **Honesty frees us** – We explore challenges with an open mind. Only when we ask questions and truly listen can we discover the right way forward.
- **Trust binds us** – Our people may be worlds apart, but it's trust that holds us together. Growing a nation is only possible when we keep promises and honour commitments.
- **Manaaki is us** – We celebrate the mana (strength and dignity) of each other as being equal to or greater than our own. We strive to enhance mana in everything we do through our hospitality, generosity, and mutual respect.

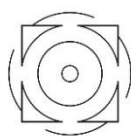
It's when these five characters work together that we truly become One Global Team – that's the real superpower of our organisation and how we achieve so much for our customers.



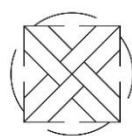
**AMBITION**  
Drives us



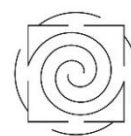
**ADVENTURE**  
Teaches us



**HONESTY**  
Frees us



**TRUST**  
Binds us



**MANAAKI**  
Is us

## How we lead at NZTE | Ā mātou kawenga ki Te Taurapa Tūhono

Leadership at NZTE takes a broad definition. We see leaders as those who lead others. That can include formal people leaders, leaders through influence or those who are leading our customers. At NZTE we define leadership as "*enhancing mauri to deliver impact*".



**NZTE is committed to uplifting the mana of Māori as tāngata whenua and recognises Te Tiriti ō Waitangi/ the Treaty of Waitangi as Aotearoa's founding document.**