

LEARNING AND DEVELOPMENT COORDINATOR, KAIWHAKARITE WHANAKETANGA AKOAKO



| REPORTS TO | LOCATION | DIRECT REPORTS | GROUP |
|---|-------------|----------------|-------------------------------------|
| Director Learning and Organisational Development, Kaihautū Whanaketanga Akoako Rōpū | New Zealand | None | Strategy, People and Partners (SPP) |

“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?

We value our people as our most precious resource, we prioritise and focus on growing our people so that we can grow companies. This role will help us coordinate and deliver exceptional learning experiences to our people; help us understand our people as learners and ensure we are able to deliver on our purpose.

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

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

- Oversee and coordinate the successful end-to-end delivery of our learning programmes.
- Create and maintain a dynamic, interactive Learning Programmes Schedule visible and effective for our One Global Team.
- Manage the Learning inbox, and triage enquiries to the appropriate team members.
- Coordinate the LOD workflow pipeline, utilising user-friendly technology to ensure organisational learning is prioritised effectively.
- Support the wider LOD team with coordinating and facilitating learning workshops and initiatives.
- Partner with the LOD team to inspire continuous improvement of how we leverage our digital products to allow outstanding learning experiences for our people.
- Help create more visibility of each learners training journeys for our people, their leaders and LOD – ensuring all learning data is accurate and up to date.
- Once designed, help implement measures across all learning programmes to allow for qualitative and quantitative understanding of the effectiveness of our learning.
- Help create clarity of the effectiveness of our learning programmes through creating and maintaining a centralised approach to the way learning is requested, delivered, and measured.
- Continuously innovate the way LOD communicates updates and insights with the organisation and leadership team.

Success in this role means:

- Working seamlessly with all stakeholders to support the delivery of outstanding learning experiences.
- The quality of our learning offerings are enhanced by our digital systems; both front end and back end.

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- The Learning and Organisational Development team are elevated to deliver on their priorities.
- Learning is highly accessible to all our people.

WHAT CAPABILITIES ARE NEEDED TO SUCCEED | Ō PŪKENGĀ?

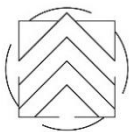
- **Organised** - Able to juggle multiple needs, priorities and expectations. Able to be self-directed and motivated, counted on to get the job done to a high standard among tight and competing deadlines. Escalates where there are competing priorities and a risk work won't be completed on time.
- **Customer-focused** - A proactive approach with the customer at the heart of everything they do, identifying the underlying causes of issues, or ways to improve processes, systems and practices. Experience in administration/event/project coordination. Excellent attention to detail and incredible accuracy.
- **Innovative** – able to think outside the box, delivering innovative ways in which we might significantly lift learning experiences and provide 'moments of delight.'
- **Flexible** - Able to be proactive and reactive all at the same time, managing multiple priorities and eliminating roadblocks without being knocked off balance by the unexpected. Can effectively cope with change, can decide and act without having the total picture.
- **A problem-solver** - Has initiative, is forward thinking and decisive with decision making while staying cool under pressure. Gets to the root cause when things don't go to plan and recommends actions to close the gap.
- **Digitally savvy** – easily understands key digital platforms at NZTE and how these and new digital technologies can improve experiences.

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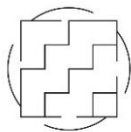
Our characters | Ō mātou uara

- **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.

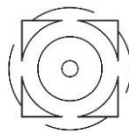
It's when these five characters work together that we truly become One Global Team – that's the real superpower of our organisation and how we achieve so much for our customers.



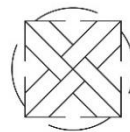
AMBITION
Drives us



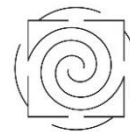
ADVENTURE
Teaches us



HONESTY
Frees us



TRUST
Binds us



MANAAKI
Is us

How

at NZTE | Ā mātou kawenga ki Te Taurapa Tūhono

we lead

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.