



# Learner Experience Manager – Role Profile

## Purpose

The Learner Experience Manager will support the Learner Strategy and Experience team with innovative, facilitation and coordination expertise that contributes to the design and management of evidence-based initiatives and interventions enabling improved learner pathways across the network

## Be

- Passionate in the continuous pursuit of enabling ākonga/learners success
- Consciously aligning their and our deliverables to Te Pae Tawhiti (Tiriti Excellence Framework)
- Highly adaptive and willing to apply your skills, knowledge and contribution to a wide range of diverse needs
- Committed to and capable of partnering with others – welcoming and enabling the inclusion of all and providing for equitable opportunities for those whom the system has disadvantaged or previously excluded
- Highly proficient in skills of facilitation and coordination of diverse stakeholders from learners through to leaders, government officials etc.
- A confident, values-based team player with a good sense of humour and excellent communication and people skills
- Committed to continuous quality improvement and able to offer innovative, mind-flex knowledge and skills
- Confident critical thinker; including understanding the application of Māori data sovereignty principles
- A life-long learner, continuously seeking development of oneself
- Self-motivated and able to ensure work deliverables and benefits are met, within timeframes and to budget

## Do

- Mobilise diverse stakeholders and groups together to contribute project and strategy development aimed at enhancing the learner experience
- Support the Kaikōkiri to ensure deliverables and benefits are achieved on time, on budget and that give effect to Te Tiriti o Waitangi
- Advocate for and enable stakeholder engagement and relationship management to enable evidence-based practice and deliverables
- Delivery of day-to-day work programme activities: plan, control, monitor, assess, report, conclude
- Coordinate the management of issues or facilitate the removal of barriers that are inhibiting successful delivery
- Bring thought leadership and change management expertise to ensure activities are forward thinking and any resulting change is managed in a collaborative and effective manner
- Display outstanding influencing skills with subsidiaries and external organisations without any formal authority over those teams
- Through personal example and leadership be an exemplar of the behaviours, attitudes and actions that will ensure the success of Te Pūkenga

## Have

- Experience at senior level developing strategy whilst prepared to independently ensure operational delivery
- Servant leadership mind-set, reflective of a customer-centric or people-centric workforce culture and strategy
- Demonstrated evidence in building positive working relationships and project teams with a diverse range of stakeholders
- Excellent interpersonal and written and verbal communication skills
- Experience applying co-design and bi-cultural frameworks and a working practice that gives effect to Te Tiriti o Waitangi
- Self-accountability for one's own resilience and positive mindset
- Demonstrated expertise in delivery of projects and the associated disciplines of good project management, including financial/budget management