Job Description

Job Title: Programme Director

Department: Operations

Location: Auckland

Reporting to: COO

Direct Reports: TBD, including Project Managers

Firstly, a little about N4L...

As a Crown-owned company, we are here to support NZ schools and central government agencies with empathetically designed digital technologies that help deliver the best education possible to all children in NZ. Internally we strive for an environment of inspiration, ease, bravery, agility and authenticity. We know that if we live and breathe these values, we will be helping to create a future-ready, world-ready Aotearoa New Zealand.

About the Role...

We are looking for an energetic and passionate professional to become part of our highly dynamic and fun environment. With various strategic and operational initiatives evolving as well as the management of our successful Education Network, we need an experienced person to develop and deliver world class programme systems, processes and measures.

The Programme Director is responsible, for delivering change. The role requires effective co-ordination of the Company's projects and management of their inter-dependencies including oversight of any risks and issues arising. It also includes

the co-ordination of any new capability for the business to enable effective change and realisation of projected benefits.

The role is crucial for creating and maintaining focus, enthusiasm and momentum. The Programme Director is responsible for the overall integrity and coherence of all of the company's projects with indirect accountability to the Company Leadership team but specifically considering strategic, technology, commercial and operational goals. They will develop and maintain the programme environment to support each individual project within it.

Key Responsibilities

Tactical

- Manage the delivery of multiple project streams including ownership of the overall programme plan
- Facilitate the creation of project scope, goals and deliverables
- Develop project plans including tasks and resourcing requirements
- Provide reporting to the COO, CEO and other stakeholders or peers on project and task progress
- Work with the broader project management team to ensure projects are aligned and integrated
- Communicate effectively with various parties involved in project plans including, but not limited to, clients and colleagues, suppliers and customers
- Assist in identification of technical and business risks in a project and the management of these risks
- Evaluate and assess project results, refining approaches as appropriate to continually refine delivery of outcomes
- Develop relationships with key stakeholders including teachers, school support staff and third party providers

Processes and Procedures

- Assist in the creation of repeatable processes, as an outcome and evolution of project plans in order to develop the most efficient delivery and reporting of all projects
- Utilise project management tools to track project progress across the company
- Develop and implement relevant change management processes if need be

People & Culture

- Develop relationships with key stakeholders across the business
- Clearly communicate with, and manage expectations of, all stakeholders
- Encourage and live a culture that is positive and customer-centric
- A positive attitude and sense of humour is a must

Key Requirements and Essential Skills

The Programme Director should have:
- High level of integrity and dependability with a strong sense of urgency and results-orientation within a fast-paced environment
- Effective in the management at all levels within N4L and its key external contacts, in particular with chosen suppliers and key Ministry of Education personnel
- The ability to explain technical issues in a concise and non-technical manner to business users
- Communication skills including facilitation, negotiation and conflict resolution
- Outstanding organisational skills and the ability to handle multiple projects simultaneously while meeting deadlines and maintaining quality and attention to detail
- Ability to rapidly adapt and work in a fluid environment
- Ability to work collaboratively in a team-oriented environment and to command respect and to create a sense of community amongst the members of the project teams
- Functional / process interviewing skills in a business environment
- Ability to undertake data discovery and analysis
- Sound business case development, knowledge of budgeting and resource allocation and the modeling of requirements or verification of deliverables
- Excellent understanding of technology life cycles and the concepts and practices required to implement effective information systems
- Evidence of troubleshooting and solving problems in a highly technical customer focused service environment
- Good understanding of the procurement process including negotiation with third parties
- Telecommunication sector knowledge would be advantageous
- Passionate about the development of technology as an educational tool in NZ

Qualifications and Experience

- University Degree, Diploma or relevant business/commercial qualifications
- 10+ years of experience as a successful Project Manager
- 5+ years of experience as a Programme Manager or similar
- 5+ years of experience in a technology / telecommunications organisation
- Extensive use of, and comfort with, relevant contemporary collaborative technologies