

Position Description: Chief Digital Officer (CDO)

Kaiwhakahaere Manager	Chief Executive
Te Wāhi Noho Location	National Office - Wellington
Te Rā Date	May 2026
Whakapānga Tuatahi Direct reports	1 (approx. 30)
Ngā Hononga Mahi Working relationships	Internal: BCITO employees and Board of Directors External: Employers, apprentices and learners; technology vendors and strategic partners; Construction Skills New Zealand (CSNZ); Tertiary Education Commission (TEC); NZQA; industry and professional bodies

He mōhiotanga mō BCITO | Introduction to BCITO

Nau mai, haere mai, whakatau mai.

BCITO Limited is New Zealand's largest provider of building and construction trade apprenticeships. We are industry owned and led, as part of Construction Skills New Zealand (CSNZ).

Our purpose is clear and our impact powerful. We manage apprenticeships and training for the building and construction sector. Our programmes are designed to be straightforward for learners and workable for employers. Because each trade has its own rhythm, risks and requirements, we build full, end-to-end programmes with wraparound support, so an apprentice can progress from their first day on the job to being fully qualified. An employer can grow real capability on site without slowing the work.

Our difference is focus and follow-through. We work closely with NZQA and TEC to ensure our qualifications are robust, we build our delivery with industry to keep it practical, and we measure outcomes rigorously so we can learn and improve. That is why employers stay with us, why apprentices recommend us, and why BCITO remains New Zealand's provider of choice for work-based learning in the construction trades.

With a new shift to a new Private Training Establishment on 1 January 2026 — owned by the industry it serves — BCITO is entering an exciting new chapter. In a sector that builds homes, schools, hospitals and workplaces, people are the critical infrastructure. **At BCITO, we are building people who are building people**, that build New Zealand.

Ngā Uara | Vision and Values



We are a group of passionate people, with our 'essence' encompassed by our Vision and Values.

We recognise that the success of BCITO is linked to the performance, capability, and well-being of our people. We offer our people competitive remuneration, great career training and development opportunities, excellent employee-support benefits, and flexible working conditions.

Te Kaupapa | Purpose

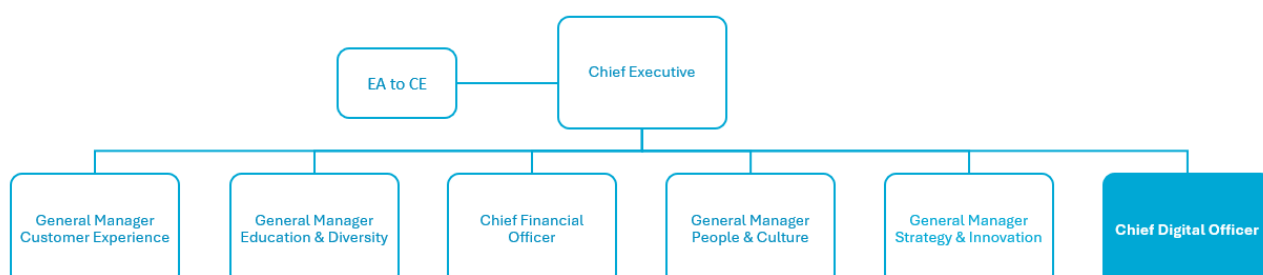
The Chief Digital Officer is the architect of BCITO's digital future — and a driving force behind how the organisation operates, learns, and serves its people.

As a key member of the Executive Leadership Team, the CDO is accountable for ensuring BCITO's digital capability is genuinely fit for purpose: that our systems support our people, our platforms serve our customers, and our data gives us the intelligence to make better decisions. This is a strategic leadership role - one that requires vision, commercial instincts, and the ability to build trusted partnerships across the organisation.

With BCITO's transition to a Private Training Establishment in January 2026, the digital agenda has sharpened. The CDO leads the organisation's flagship digital platforms — Hāpai (Salesforce) and myBCITO (Canvas) — alongside BCITO's data infrastructure, cybersecurity, and the technology stack that underpins everything from learner management to employer engagement. Working in close partnership with other Executives and Business Divisions this role ensures digital investment is purposeful, evidence-led, and delivers measurable outcomes.

This is a role for a grounded, commercially astute digital leader — someone who is as comfortable talking to an employer in the field about what a digital tool needs to do, as they are presenting a roadmap to the Board or coaching a product owner. Someone who will drive the organisation's AI uptake and capability for the future of work and the future of learning.

Te Tū Whakahaere | Reporting Structure



Ngā Whāinga Matua | Key Responsibilities

Digital Strategy and Vision

- Own and lead BCITO's digital strategy — ensuring it is clearly connected to BCITO's 2026–2030 strategic priorities, grounded in customer and business need, and credible to the Board, ELT, and wider organisation.
- Act as the strategic integrator for digital across the ELT — aligning digital investment with the work of education design (GM Education), customer delivery (GM Customer Experience), financial sustainability (CFO), people capability (GM People & Culture), and strategic insight (GM Strategy & Innovation).
- Build on and evolve BCITO's digital product portfolio — including Hāpai (Salesforce), myBCITO (Canvas) — with a clear view of what we're building toward and why.
- Develop and manage BCITO's technology partner strategy — identifying, onboarding, and managing vendor relationships that deliver real value and reduce risk.
- Ensure BCITO's digital ambitions are financially sound — working with the CFO to develop business cases, manage the digital budget, and demonstrate return on investment.

Customer-Centric Design and Delivery

- Champion human-centred design across BCITO's digital products — ensuring the needs of apprentices, employers, Training Advisors, are at the centre of every decision.
- Lead BCITO's agile product delivery model — using sprint-based development, product ownership, and design thinking to deliver outcomes with transparency, pace, and rigour.
- Establish and maintain clear product ownership for Hāpai and myBCITO — ensuring each platform has an accountable owner, a clear roadmap, and a feedback loop back to users.
- Ensure digital products are built to serve the whole customer journey — from an apprentice's first interaction with BCITO through to qualification and beyond.
- Champion the use of data and user research to validate product decisions — ensuring BCITO builds what users need, not what we assume they need.

Technology, Data and Infrastructure

- Ensure BCITO's technology infrastructure — cloud environments, APIs, data platforms, and core systems — is secure, scalable, and aligned with organisational need.
- Lead BCITO's data strategy — building the organisation's ability to generate meaningful insight from operational, learner, employer, and financial data.
- Ensure BCITO's cybersecurity posture is robust — leading proactive risk identification, compliance, and incident response, and maintaining the trust of learners, employers, and the wider system.
- Oversee the IT Service desk and operational technology support — ensuring BCITO's staff have reliable, fit-for-purpose tools and support to do their work well.
- Maintain current knowledge of emerging technologies — including AI, automation, and analytics — and translate relevant developments into practical opportunity for BCITO.

Digital Roadmap and Portfolio Management

- Own and maintain BCITO's digital roadmap — ensuring it is prioritised, resourced, and visible to the ELT, Board, and wider organisation.
- Lead BCITO's digital project portfolio — managing delivery across multiple concurrent workstreams with discipline, transparency, and appropriate governance.
- Establish clear metrics to measure the value delivered by digital investment — tracking both efficiency gains and improvements in customer and learner outcomes.
- Ensure the digital roadmap balances near-term optimisation with longer-term transformation.

People Leadership

- Lead and develop a high-performing Digital team — setting clear expectations, fostering a culture of craft and customer focus, and ensuring the team has the capability and resources to deliver.
- Ensure team members have a clear understanding of their accountabilities, their connection to BCITO's purpose and values, and a line of sight to the outcomes they are driving.
- Provide regular feedback, coaching, and development to continually improve individual and team performance — investing in the long-term capability of the group.
- Build digital literacy and confidence across BCITO — supporting ELT peers and the wider organisation to become more capable and confident digital leaders in their own right.

Internal Communications and Stakeholder Engagement

- Lead a clear and regular internal communications rhythm around digital — using show-and-tell sessions, sprint updates, and organisational storytelling to create genuine visibility and engagement.
- Ensure the ELT and Board have a clear, accurate picture of BCITO's digital position — including what is being built, what has been delivered, and what the risks are.
- Actively involve end users — including Training Advisors, Business Development Advisors, and Workplace Learning Advisors — in the design and testing of digital products.

Organisation Leadership

- As a member of the ELT, play a significant role in developing and implementing BCITO's overall strategic planning process, business strategies, policy development, and organisational performance — providing advice and recommendations with authority and clarity.
- Participate in the ongoing evaluation of BCITO's management systems, processes, and policies, and recommend improvements where necessary.
- Communicate digital information upwards, downwards, and laterally to enhance focus, integration, and decision-making across the organisation.
- Champion a culture of continuous improvement, evidence-based decision-making, and organisational curiosity.
- Act as a role model in behaviour and in demonstrating BCITO Values.

Wellbeing and Safety

- Model and champion BCITO's commitment to the health, safety, and wellbeing of all people — carrying out all responsibilities safely and in full accordance with BCITO's Wellbeing & Safety policies and procedures.

Note: The above responsibilities are not exclusive. The employee may be asked to perform other reasonable duties and responsibilities at management's discretion.

While based in Wellington some travel may be required for this position to meet with customers, vendors and other stakeholders.

Mōu | Person Specifications

Experience and Qualifications

- Substantial senior leadership experience — at executive or near-executive level — in a digital, technology, or product leadership role with a track record of delivering measurable outcomes.
- Proven experience building and leading high-performing, multi-disciplinary digital teams.
- Demonstrated experience in product ownership, agile delivery, and human-centred design.
- Experience presenting to and working with a Board of Directors or equivalent governance body.
- Knowledge of New Zealand's vocational education and training system is an advantage.

Skills and Capabilities

- Outstanding strategic and commercial acumen — able to translate digital capability into organisational and customer value and make a compelling case for investment.
- Deep knowledge of modern digital delivery: agile and product-led development, cloud architecture, cybersecurity, data strategy, and enterprise systems.
- Excellent communicator: compelling in writing, confident presenting to diverse audiences, and skilled at making the complex accessible to non-technical stakeholders.
- Strong analytical capability — able to interrogate data, identify patterns, and translate insight into clear digital strategy and product decisions.
- Experienced at managing technology vendor relationships and procurement processes.
- Skilled at navigating organisational complexity and building influence without authority across peer functions.

Leadership and Character

- A credible, confident executive who earns trust quickly — with Boards, leadership, and frontline staff alike.
- Genuinely collaborative: committed to collective ELT success and to enabling the work of peers, not just leading their own portfolio.
- A visible, values-led leader who brings energy, optimism, and sound judgement to complex challenges.
- Intellectually curious — with a genuine interest in how technology can improve outcomes for learners, employers, and the people inside BCITO.
- Demonstrates leadership of diversity, with a positive and open attitude toward people of all cultures and backgrounds.
- Understands the principles of Te Tiriti o Waitangi and is comfortable in settings involving tikanga Māori; actively willing to develop knowledge of Te Reo Māori and Tikanga Māori.
- Committed to the promotion of and adherence to Wellbeing & Safety practices.

Signed by Chief Digital Officer	Signed by Chief Executive
Date:	Date: