General Manager Learner & Workforce Development

Position Description

At Connexis, it's not about us – it's about the people we serve. In everything we do, we believe in making a positive difference in the lives of New Zealanders, in our communities and in the businesses that support our communities. We're about building great foundations for New Zealand.

POSITION TITLE	General Manager Learner & Workforce Development
LOCATION	Wellington
REPORTS TO	Chief Executive
TEAM RESPONSIBILITY	Yes
BUDGET DELEGATIONS	Per Delegations Policy
KEY CONTACTS	Connexis kaimahi Executive Leadership Team (ELT) Industry Associations Energy and Infrastructure Industry Skills Board Employers and key customers Learner advisory groups TEC Contracted suppliers Government departments

POSITION SUMMARY

The General Manager Learner & Workforce Development will develop, implement and deliver business development plans and strategies that engage the infrastructure community in training, increasing employer participation and trainee participation and success.

This role is responsible for ensuring the learner is at the centre of everything we do and each learner is supported through their training journey. Managing the front-facing teams including key account management and regional account management the role ensures the customers voice is heard through feedback loops into the business, ensuring the Connexis products and services are meeting the needs of learners, employers and the wider industry, setting a culture of customer focussed service delivery.

As an ELT member, this role will provide high quality strategic advice to management and to the Board, ensuring Learner and Workforce Development delivery aligns with organisational objectives, stakeholder expectations, and Connexis' commitment to learner wellbeing.

CORE RESPONSIBILITIES	
Strategy and Planning	• Participate as a member of the ELT in developing organisational strategy • Develop business plans and key performance indicators for the Learner & Workforce Development Group to deliver on organisational strategy • Develop portfolio and people performance measures that support the strategic direction of Connexis

	• Continually review external market conditions, and feedback from employers and learners and provide advice to the ELT and Board on material issues that may affect the organisation's performance or risk profile • Ensure Learner and Workforce Development strategies and regional delivery models reflect culturally responsive practice and promote equitable learner outcomes • Provide reporting to the Board on Learner & Workforce Development performance and priorities as required
Leadership	• Provide leadership, coaching, development planning and guidance to direct reports and the wider team • Build a collaborative and innovative culture that is illustrated in your engagement as an ELT member and through your Learner & Workforce Development teams and their drive for delivering outcomes and excellent customer service both internally and externally • Motivate kaimahi to become early adopters of change, business improvements and transformation • Manage and monitor budgets • Build and maintain strong collaborative working relationships with all members of the ELT • Provide regular reporting to the Chief Executive and ELT on portfolio performance, key risks and improvement priorities
Continuous Improvement	• Proactively lead and implement operational best practice • Ensure that a culture of continuous improvement exists within the Learner and Workforce Development group and is supported across the company • Identify and recommend potential process and systems improvements • Work with other managers to determine and operationalise new processes/initiatives from across the business to ensure successful delivery
Operations	• Manage operational expenses within budgets and seek efficiencies through processes and supplier contract management • Contracts and service level agreements are developed and managed to add value for Connexis • Ensure the Learner and Workforce Development team structure remains appropriate to meet industry need and regional and national performance
Learner Management and Success	• Deliver on TEC investment plan through trainee and apprentice numbers and required TEC Educational Performance indicators • Manage consistency of customer service levels to Connexis national standard • Provide executive oversight of systems and processes that support learner wellbeing and alignment with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice • Oversee effective use of learner and employer contact information to support engagement and service delivery
Business Development	• Business development plans for each region are developed and delivered on including targets based on trainees, companies, industries, programmes and measured against key milestones • Keep stakeholders and associations actively engaged in industry training • Represent Connexis and promote industry training in role related forums, industry discussions and working groups • Provide feedback on product improvements and support development of new products and identify opportunities for business growth and improvement

Key Account Management	• Oversee the key account deliverables including Service Level Agreements are in place and delivered on, opportunities are leveraged, and business risks are understood and mitigated • Utilise the key account model to further develop opportunities for growth and strengthen Connexis brand in the market, including with alliances. • Information is shared across Connexis on customer focus and changes in workforce development, changes and skill training
Relationship Management	• Support Connexis in giving practical effect to Te Tiriti o Waitangi within a vocational education and training context
Health, Safety and Wellbeing, Environmental and Quality Performance	• Ensure relevant health, safety, wellbeing and environmental policies, procedures and regulatory requirements are applied within the portfolio • Ensure incidents are reported before the end of the day, with serious incidents reported immediately, in accordance with Connexis procedures • Monitor and take action to protect the health, safety and wellbeing of kaimahi, learners, customers, contractors, suppliers and others affected by the portfolio's activities
Other Duties	• Undertake any other duties as reasonably required from time to time • Comply with relevant safety and wellbeing policies, procedures and safe systems of work • Demonstrate the Connexis values and behaviours

KNOWLEDGE AND EXPERIENCE REQUIRED
• Tertiary qualifications in Education and/or Business • Proven ability to lead staff and drive improved performance • Experience in planning, budgeting, analysis and managing a large team • Proven ability to build and maintain key relationships at all levels of an organisation • Proven adaptability and flexibility in operating methods in the face of changing market conditions • Demonstrated understanding of Te Tiriti o Waitangi and the importance of culturally responsive practice within vocational education and workforce development contexts • Knowledge of NZQA and workplace learning training processes and procedures • Significant experience in change management, continuous improvement and innovation

COMPETENCIES
• Maintains a strong strategic focus while balancing operational realities and organisational priorities • Demonstrates confident, decisive and objective leadership, particularly in complex or high-pressure environments • Exercises sound judgement and effective decision-making informed by data, insight and stakeholder context • Provides credible influence at Executive and governance levels, securing buy-in across diverse stakeholder groups • Demonstrates a strong sense of accountability and ownership of portfolio performance and outcomes • Leads with an inclusive and culturally responsive approach, fostering open dialogue, information sharing and diverse perspectives • Communicates clearly, with the ability to convey complex ideas clearly, persuasively and professionally across a range of audiences and platforms • Builds and maintains trusted relationships at all levels, internally and externally • Champions innovation, continuous improvement and adaptability in response to changing market conditions • Maintains professionalism, integrity and empathy in all interactions

- Adaptable and resilient, thriving in dynamic environments and responding effectively to change and competing priorities
- Champions a customer-centric approach, fostering exceptional service delivery and stakeholder engagement across both internal and external customer groups
- Demonstrates commercial and strategic acumen by identifying opportunities, building partnerships and creating value for the organisation and its stakeholders
- Maintains excellent attention to detail while retaining a clear view of strategic priorities and organisational objectives