

# Learning Lead

**Start Date:** TBC

**End Date:** N/A

**Contract Type:** Full time, permanent

**Location:** Auckland

## About Te Ara Ahunga Ora Retirement Commission

Te Ara Ahunga Ora is the office of the Retirement Commissioner. Te Ara Ahunga Ora aims to help New Zealanders to retire with confidence. Retiring with confidence means New Zealanders feel secure that they'll have resources to live and the know-how to make ends meet.

We focus on three areas; Retirement Policies, Retirement Villages and Financial Capability. As part of our role we advise Government on the policies that will enhance retirement outcomes for New Zealanders. We also help support individuals to better prepare for retirement, and we contribute to better understanding of what retirement means in the 21st century. Times are changing.

### TĀ MĀTOU PŪTAKE

#### OUR PURPOSE

To empower the people of Aotearoa on their journeys to a better retirement

### TĀ MĀTOU WHAKAKITENGA

#### OUR VISION

New Zealanders retire with confidence

### TĀ MĀTOU KAUPAPA MĀTĀMUA

#### OUR MISSION

Provide *trusted information*, *informed advocacy* and *effective collaboration* to improve retirement outcomes for all.

#### OUR VALUES

*Kia manawanui* Let us be big hearted

*E tipu, e rea* We grab the best of both worlds to flourish

*Me hoe tahi* We paddle as one

*He taonga te pono* We treasure truth

## Position purpose

The Learning Lead is responsible for the leadership of the Learning team. The position oversees innovation, development, maintenance and continuous improvement of Sorted Learning products, including the development and delivery of Sorted in Schools English medium education (EME) programme.

## Key aspects of the role include

- Ownership and accountability of Sorted Learning products
- Leads best practice product and learning development & delivery



- Develops innovative approaches to product and learning development & delivery
- Ownership of Sorted Learning product performance
- Oversees external supplier contract negotiation, management and briefs
- Oversees business case development to ensure strong ROI
- Oversees team product development projects to ensure they are delivered within, agreed cost, time and scope
- Ensures effective internal and external relationships are in place to support success
- Develops product development plan for Sorted Learning products
- Develops product delivery plan for Sorted Learning products
- Leads evaluation and feedback on product development and delivery
- Implements a strategic approach that supports organisational goals
- Project manages cross functional teams developing learning programmes
- Planning and reporting for the Kaihautū/Director, Māori and Learning

## Our Values in Action

Value Statement	Examples of the value in action
<b><i>Kia manawanui</i></b> <i>Let us be big hearted</i>	<ul style="list-style-type: none"> <li>• Advocates for those in need</li> <li>• Champions change to drive equitable outcomes</li> <li>• Acts with aroha and puts others before themselves</li> <li>• Treats people as they would like to be treated – with respect and empathy</li> <li>• Acknowledges and celebrates the achievements of others</li> <li>• Creates a safe and welcoming space where everyone feels comfortable to contribute</li> </ul>
<b><i>Me hoe tahi</i></b> <i>We paddle as one</i>	<ul style="list-style-type: none"> <li>• Is inclusive and actively seeks input and feedback from their colleagues and other teams.</li> <li>• Connects with and inspires people to build great relationships internally and externally</li> <li>• Considers perspectives other than their own</li> <li>• Respects the opinions of others even when they don't agree</li> <li>• Helps glue the organisation into one team</li> </ul>
<b><i>E tipu, e rea</i></b> <i>We grab the best of both worlds to flourish</i>	<ul style="list-style-type: none"> <li>• Focusses on the opportunities a dual worldview presents, not the obstacles</li> <li>• Introduces new ways of doing and thinking that include viable mātauranga Māori based alternatives</li> <li>• Considers diverse cultural viewpoints in their work and workplace</li> <li>• Consistently looks outward, not just in</li> <li>• Actively increases their own knowledge and cultural capability</li> <li>• Prizes the innovation that emerges from respect for difference</li> </ul>
<b><i>He taonga te pono</i></b> <i>We treasure truth</i>	<ul style="list-style-type: none"> <li>• Prioritises the kaupapa, the higher purpose</li> <li>• Is transparent, truthful and honest</li> <li>• Takes ownership and responsibility</li> <li>• Does what's right, even when no one's watching</li> <li>• Follows through on commitments</li> <li>• Acts without ego</li> </ul>



Value Statement	Examples of the value in action
	<ul style="list-style-type: none"> <li>Takes a balanced, impartial approach</li> </ul>

## Working relationships

<b>Reports to:</b>	Kaihautū/Director, Māori and Learning
<b>Member of:</b>	Māori and Learning
<b>Direct reports:</b>	3
<b>External Relationships:</b>	Works closely with external partners, suppliers and contractors to ensure effective Sorted Learning products are developed and continuously improved
<b>Internal Relationships:</b>	Works closely with the Kaupapa Māori, Marketing, Stakeholder and Communications teams

Lead with direct reports	
Navigating for the Future	
<b>Leading with influence</b>	Lead and communicate in a clear, persuasive, and impactful way; to convince team members to embrace change and take action.
<b>Engaging Others</b>	Connect with and inspire others to build a highly motivated and engaged team
<b>Engaging with stakeholders</b>	Focus on positive relationships and building consensus - whether working with industry, government agencies, community groups, or NGOs.
Identifying and developing talent	
<b>Enhancing people performance</b>	Manage people performance and bring out the best in team members to deliver high quality results
<b>Developing talent</b>	Build team capability through coaching and provision of development opportunities
<b>Enhancing team performance</b>	Build a cohesive and high performing team
Stewardship – of people, functions, organisation and systems	
<b>Enhancing organisational performance</b>	Drive innovation and continuous improvement within remit



<b>Enhancing system performance</b>	Work to identify and implement improvements to team systems and processes
<b>Making it happen with and through others</b>	
<b>Managing work priorities</b>	Plan, prioritise, and organise work to deliver on short and long-term team objectives
<b>Achieving through others</b>	Effectively delegate and maintain oversight of work responsibilities of team members
<b>Flexibility</b>	Take a creative approach; work cheerfully within and across teams to tackle different activities to improve outputs and help other team members

## Responsibilities and accountabilities

Pillar	Responsibilities
<b>Trusted Information</b>	<ul style="list-style-type: none"> <li>• Ownership and accountability for Sorted Learning which includes all learning content and materials for Sorted in Schools, Sorted at Work and Sorted Communities</li> <li>• Develops the Sorted Learning product roadmap and monitors workplans to ensure the product development &amp; delivery plan is implemented effectively</li> <li>• Leads the effective development of Sorted Learning internally and externally</li> <li>• Oversees the effective delivery of Sorted in Schools professional development (PLD)</li> <li>• Continuously improves Sorted Learning to ensure product &amp; delivery remains a high-quality resource, strengthened by evidence-based research, that reflects customer demand, usage and external accreditation</li> <li>• Monitors innovations in learning and education to integrate into Sorted Learning where possible</li> <li>• Ensures robust monitoring and evaluation programmes are in place for Sorted Learning</li> </ul>
<b>Informed Advocacy</b>	<ul style="list-style-type: none"> <li>• Effectively advocate for the need for trusted, independent financial capability information and education</li> </ul>



<b>Effective Collaboration (external)</b>	<ul style="list-style-type: none"> <li>• Works strategically and collaboratively with partners and potential partners to maximise effectiveness of investment in Sorted Learning</li> <li>• Oversees external supplier contract negotiation, management and briefs</li> <li>• Ensures effective external relationships are in place to support success of the Sorted Learning</li> <li>• Ensures team member presence at relevant events and meetings as and when required</li> </ul>
<b>Effective Collaboration (internal)</b>	<ul style="list-style-type: none"> <li>• Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate this into every aspect of work</li> <li>• Acknowledges other team members' skills, experience, knowledge, creativity, and contributions</li> <li>• Facilitates open communication and listens to feedback and input from other team members</li> <li>• Works strategically and cooperatively within team and across functions to deliver organisational outcomes and joint projects</li> <li>• Communicates respectfully and constructively to all team members</li> <li>• Actively participates in team and organisation wide meetings and events</li> <li>• Identifies improvement opportunities and collaboratively develops and implements solutions, seeking others' ideas and suggestions</li> <li>• Willing to openly share information and help team members in need</li> <li>• Understands diversity - cultural differences, gender, multiple viewpoints, special interest groups and age differences</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Oversees the development of sound business cases for Sorted Learning product investment, working with relevant team members</li> <li>• Completes planning and reporting for the Kaihautū/Director, Māori and Learning as and when required</li> <li>• Monitors budget and cost centre management for Sorted in Schools and where applicable Sorted Learning product development</li> <li>• Utilises robust evaluation, data and insights to drive innovation of Sorted Learning</li> <li>• Oversees project reporting and planning to ensure projects are delivered within, agreed cost, time and scope</li> <li>• Develops, monitors and continuously improves the high-level goals for Sorted Learning to ensure they are relevant and delivering strong educational outcomes</li> <li>• Leads cross functional teams for Sorted Learning as and when required</li> </ul>
<b>Safety, Health and Wellbeing (all positions)</b>	<ul style="list-style-type: none"> <li>• Take reasonable care of own health and safety and ensure that actions don't cause harm to yourself or others</li> </ul>



	<ul style="list-style-type: none"> <li>• Comply with any reasonable instructions, policies or procedures on how to work in a safe and healthy way</li> <li>• Rectifying minor health and safety issues where authorised and safe to do so</li> <li>• Reporting any hazards including unsafe conditions, equipment or practices, as soon as practicable</li> <li>• Ensure not under the influence of alcohol, drugs or medication which affects your ability to perform duties safely or efficiently</li> <li>• Report any incidents or injuries sustained while working and seeking appropriate first aid</li> <li>• Ensuring all health and safety equipment is used correctly</li> </ul>
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## Essential skills and experience

- Team player – General attitude and conduct reflects a supportive, collaborative and constructive approach
- Resilient - Show composure and a sense of perspective during change and can help others maintain optimism and focus
- Curious - Show curiosity, flexibility, and openness
- Communication – communicates clearly, professionally and constructively both verbally and in writing; letters and reports and submissions are accurate and well structured
- Ability to Deliver - Works well under pressure, can prioritise and manage workload, meets expected deadlines, carries out instructions completely and accurately, uses knowledge and experience to inform decisions, demonstrates technical skills to deliver role expectations and takes appropriate action without being prompted
- Flexibility - Take a creative approach; work cheerfully within and across teams to tackle different activities to improve outputs and help other team members

## Position specific

- A tertiary qualification or relevant workplace experience
- History of initiating and maintaining strong engagement and partnerships with key stakeholders
- Relevant experience in a leadership role in education, learning or training
- Demonstrated experience in developing and delivering strategic and operational plans
- Experience designing, writing, developing and delivering innovative and authentic learning experiences for a range of audiences in different environments
- A demonstrated understanding of Te Tiriti o Waitangi/The Treaty of Waitangi and the Treaty principles
- Experience reaching and empowering vulnerable learners including our Māori and Pasifika young people
- Familiar with curriculum development requirements from levels 1 to 7 on the NZQF
- An understanding of the education sector, particularly the NZ curriculum, NCEA, tertiary, trends and today's learners and learning environments.
- Excellent interpersonal skills including, communication, negotiation, influencing and networking
- Well versed in contemporary adult learning techniques, including behaviour change theory, blended and online learning
- Familiar with digital learning developments



- Excellent project management skills demonstrated by a formal qualification in project management
- An active interest in current development in teaching, learning and the learner experience
- Proven ability to use initiative, to think strategically and to adopt an active approach to problem solving
- Strong experience in empowering teams to deliver against the vision, values and strategic priorities of an organisation
- Excellent interpersonal skills including, communication, negotiation, influencing and networking
- Strong analytical skills to manage budgets and build measurements of success
- Shows initiative to deliver quality outcomes with little supervision (but seeks guidance when required)
- Well versed in meeting with and presenting to groups and individuals. Committed to providing exceptional customer service across all channels – written, phone and face to face
- The ability to communicate clearly and concisely, varying communication style depending upon the audience
- Excellent attention to detail when communicating with others, both internally and externally
- Ability to apply knowledge in a practical, commercial manner
- Willingness to assist and support others as required and get on with team members
- Proven ability to accomplish objectives effectively within time frame given and carry out administrative duties within portfolio in an efficient and timely manner

## Acknowledgement

This position description serves to illustrate the scope and responsibilities of the position and is not intended to be an exhaustive list of all tasks and duties. You will be required to perform other job-related tasks as requested and as necessitated by the development of this role and the organisation. This position description may also be modified and updated from time to time to reflect these changes.

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager

\_\_\_\_\_  
Date

