Job Description

Position Title **Programme Manager** **(Māori)**

Overview of UniServices

At UniServices, we bring ideas to life. We partner with the best minds in academia and business to apply intelligent thinking to ideas that have the potential to change the world.

Together with our partners, we look to the future, imagine the possibilities, and innovate for public and private good. For nearly 30 years, we have collaborated with hundreds of organisations on thousands of projects in New Zealand and around the world.

At UniServices, our imagination knows no bounds. With the full strength of the University of Auckland behind us, our team is dedicated to working with our customers to make a difference to people's lives.

Overview of Future Learning Solutions

At Future Learning Solutions, we "bring to life the future of learning" through well-executed, innovative and research-based approaches. Our aim is to raise the achievement of learners and strengthen the capability of teachers, principals and the education system.

In partnership with University Research experts, we will leverage capability of the University to create and deliver education solutions in New Zealand and the Pacific. We will partner with our clients, build and deliver quality solutions, monitor, evaluate, review and continuously improve our services.

Future Learning Solutions will take the lead, driving opportunities for new and renewable contracts and will provide a centralised leadership and administrative delivery model for education contracts, programmes and services. By taking this lead, we will deliver outcomes for our clients while operating a financially sustainable and commercial operation for UniServices.

Reports to:

- Director, Future Learning Solutions

Roles reporting to the position:

- Professional Expert(s)
- Service Delivery Lead(s)
- Programme Coordinator(s)

Primary objective of the position:

The objective of the Programme Manager role is to manage a full stream of contracts, which includes managing people, projects and budgets, as well as programmes and events in a highly professional way that exceeds the expectations of both the client/funder and the FLS business in the specific stream of expertise.

This role:

- works closely with UniServices BDM's to secure education contracts and possesses a high level of experience in negotiation with clients/funders.
- Programme Managers can effectively build relationships and support the development of solutions that apply educational research to professional learning and development initiatives.
- Supports the Director to foster a culture of operational excellence, trust and collaboration.

Functional relationships with:

Internal

- FLS Leadership Team
- Financial Analyst
- Professional Experts
- Service Delivery Lead(s)
- Programme Coordinator(s)
- Business Development Managers
- Contract Managers & Administrators
- Marketing & Communications Specialist
- Business Improvement Analyst
- UniServices Finance team

External

- Schools – teachers, principals, BOTs, whanau, students, community
- MoE – national and regional
- Client Funders
- University of Auckland
- Wider education sector

Financial Responsibility:

Level 4

Responsibilities and Accountabilities:

Key Result Area	Performance indicators	Critical Tasks
Financial	• Financial reporting shows programme status is aligned to expected financial and deliverable milestones. • CRM records show contribution to development of opportunities. • Budget and forecasting is completed within agreed timeframes.	• Managing project budgets within contract price and timeframes • Produce the financial reporting required to effectively manage programmes of work as well as internal business reporting requirements. • Collaborate with BDMs, management and other appropriate people in the development of opportunities within portfolio, including financials. • Work with manager on annual budgets and forecasting as per AUL schedules.

Operations and Programme Delivery	• Project Reports demonstrate ongoing management of programmes is as expected. • Issues register reflects appropriate action and resolution of issues raised • Agreed business improvements are implemented and embedded within agreed timeframes. • Work practices align with policy.	• Ensure existing and new programmes remain aligned to the strategic direction of the business. • Ensure the delivery of projects through the end to end life cycle, having the right capability and resource at the right time to effectively deliver expected outcomes. • Resolve or appropriately escalate all project and centre issues that arise. • Identify and drive the alignment of work practices to AUL and UoA policies and raise with management when gaps in policies are identified.
Reporting and Risk Management	• Quality Assurance reporting reflects on-going evaluation and identification of improvements. • Programme reporting meets communication requirements of stakeholders and the FLS business.	• Be responsible for quality assurance through on-going evaluation and monitoring of programme delivery outcomes. • Collate and prepare programme delivery evaluation and feedback and identify initiatives to improve programme delivery. • Understand analytics and the pictures they paint to enable FLS to communicate and advise relevant stakeholders on the effective operations and monitoring of programme delivery.
Relationship Management & Future Thinking	• CRM entries reflect relationship management effectiveness and opportunity pipeline progress. • Feedback received by Manager reflects the value added to innovative ideas contributed to programme delivery options and strategic planning. • Programme collateral is signed off.	• Identify and recommend new innovative ways to deliver programmes of work that position FLS as a leader in programme delivery. • Actively partner with the UoA on 'thought leadership' and modern approaches to action research through delivery solutions • Actively stay abreast of professional development and learning programmes including emerging trends in curriculum and pedagogy. • Collaborate with MarComms to ensure the full understanding of programme requirements and audiences are understood and reflected in collateral developed. • Work with manager on the 'future thinking' required to develop strategic plans. • Provide strategic and ongoing advice and guidance to the CS Portfolio Lead and relevant Ministry of Education contracts regarding programmes of work and the New Zealand curriculum.

| Leadership & Team Management | • KPIs for team are in place
• Performance reviews support development opportunities in line with individual goals, FLS strategy and programme stream.
• Employee feedback results reflect a supportive and trusting culture across programme teams.
• Staff issues and resolutions are documented and reported on as appropriate.
• Customer feedback and customer service initiatives demonstrate strategic approach. | • Lead and drive the delivery of programmes of work that meet the priorities of relevant funders and supports the needs of the education sector
• Provide clear direction and support to the programme delivery teams nationwide, developing staff to maximise potential and monitoring employee performances.
• Monitor and lead the human resourcing requirements for each programme of work, ensuring a lean and high performing team is delivering to contract and FLS vision.
• Build and maintain a supportive, trusting team culture that supports learning, collaboration and high performance.
• Maintain effective team communication and management processes to ensure efficiency of delivery and team coherence, including information sharing and document management processes.
• Address and resolve any performance issues with team members proactively and quickly. |

Person Specification
Programme Manager
(Literacy/Languages/Māori/Pasifika/Wellbeing/Leadership)

Essential	Preferred
(these are the qualifications, attributes and experience essential to perform the position)	(these are the qualifications, attributes and experience that would add value to performing the position and may increase the chance of being promoted)

Education and Qualifications

Essential	Preferred
• Tertiary degree or equivalent professional qualification or experience	• A post-graduate or masters qualification (or equivalent through experience) • Formal Project Management training to a recognised international standard

Experience and Personal Qualities

Essential	Preferred
• Experience leading programmes of work and developing a team of professional experts enabling them to effectively deliver against specified contracts. • Demonstrated ability to deliver projects within scope, on time and within budget • In-depth and up-to-date curriculum knowledge and understanding of effective pedagogical strategies that are culturally responsive and evidence based • Knowledge of appropriate theory and government policy that will support practitioners to convert into their practice. • Commercially astute • Has a 'looking forward' and innovative approach to opportunities and programme management • Leadership with a 'team' approach - be able to inspire, educate, motivate and influence. • Demonstrated experience of developing and sustaining partnerships with key stakeholders. • Able to proactively engage in the latest research and innovations in the field of education. • Able to take an analytical approach to data that is presented.	• Able to evaluate effectiveness and impact of programmes • Is experienced in adult learning principles – Malcolm Knowles • Developed and sustained partnerships with academic / research capability. • Experience in leading a team of practitioners in the development, implementation of and using new and innovative technology to support efficient practice. • Ability to produce high-quality briefs and reports that accurately communicate complex issues in a clear and engaging manner to a range of audiences.