

Position Description: Area Manager

Kaiwhakahaere | Manager

Te Wāhi Noho | Location

Te Rā | Date

Whakapānga Tuatahi | Direct reports

Ngā Hononga Mahi | Working relationships

Business Strategy Manager

Various

Jan 2024

Number of direct reports depends on area

Internal: BCITO employees nationally

External: Stakeholders

He mōhiotanga mō BCITO | Introduction to BCITO

Nau mai, Haere mai, Whakatau mai

BCITO is a subsidiary of Te Pūkenga (New Zealand Institute of Skills and Technology) Work Based Learning division.

Te Pūkenga is creating a world-class vocational and on-the-job learning system for Aotearoa New Zealand that brings together the strengths of ITPs and ITOs. It is responsible for ensuring equity and excellence for all New Zealanders in vocational education. Its key priorities are improving outcomes for Māori and Māori communities in collaboration with Māori and iwi partners and stakeholders; improving the consistency of vocational education and training; meeting the needs of the regions of New Zealand and their learners, industries, employers, and communities; ensuring that every learner receives what they need to be successful and improving vocational education outcomes.

As New Zealand's largest provider of building and construction trade apprenticeships, BCITO is committed to the development and training of people working in and people joining the building and construction sector. The collaborative and positive working relationships that we have with the 15 industries that we represent are central to our success. As our environment changes, we continually look to improve our service to the industries we support so that their needs are effectively met.

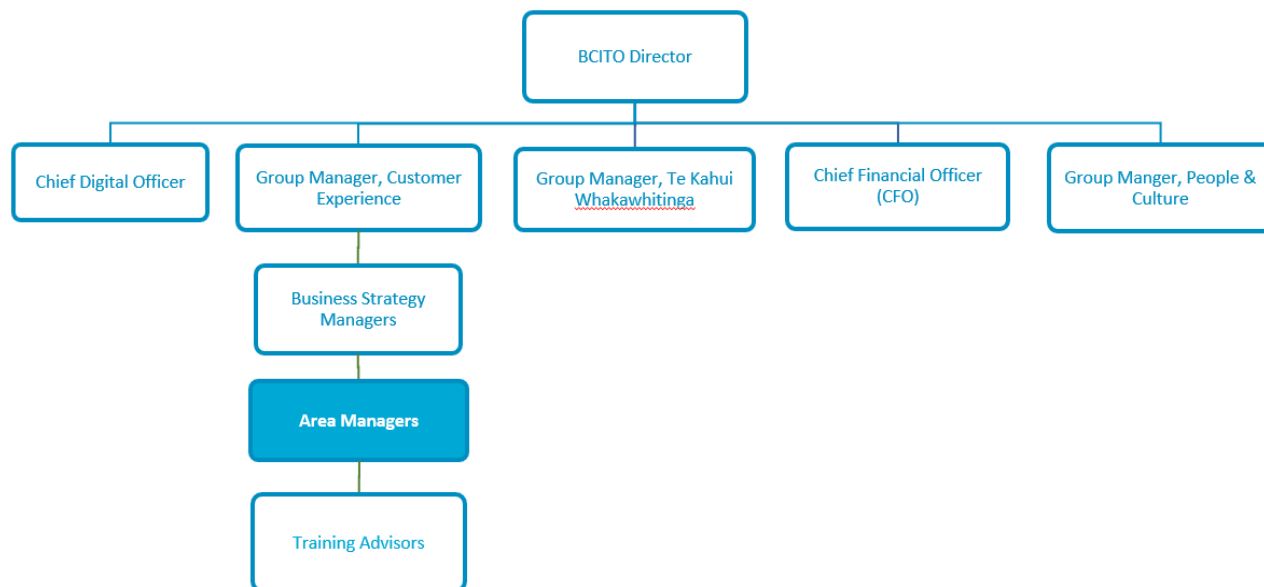


Vision and Values

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 Tū Whakahaere | Reporting structure



Te Kaupapa | Purpose

The Area Manager works across the BCITO Division to achieve its strategic and operational objectives. They ensure efficient and effective operations within their area, to enhance the knowledge and skill levels of people in the building and construction industry.

The Area Manager ensures commitment to Te Tiriti o Waitangi within the team, whilst leading, coaching and managing the team to achieve performance targets, and build and maintain effective relationships with a wide range of stakeholders.

Ngā Whāinga Matua | Key responsibilities

Area Operation Management

Lead, manage and be accountable for Area employees and the day-to-day operations of the Area Team, including:

- Comprehensive professional assessment of trainee's knowledge and capabilities in accordance
- with organisation requirements
- Provision of coaching and mentoring of trainees
- Stakeholder management
- Quality assurance
- Achieve business objectives agreed with the Business Strategy Manager Customer Experience
- Ensuring TEC and NZQA requirements are met.

Leadership Commitment to Te Ao Māori

- Embed a commitment to the principles of Te Tiriti o Waitangi within the Area Team
- Support the Area Team, to build capacity and confidence across Te Reo Māori, tikanga, Te Ao Māori, and Te Tiriti o Waitangi that will enhance outcome for Māori Learners.

Change Leadership

- Foster a positive and open team, where employees are engaged and valued through a period of significant change
- Be a change champion, role modelling desired behaviours and outcomes
- Communicate information upwards, downwards, and laterally to enhance focus, integration, decision making, and team health

- Take the lead in actively developing and evaluating process improvements to enhance the team, group and wider organisation.

People Management

- Lead and manage all members of the team creating an effective Area team culture
- Manage and improve performance and capability of the Area team by acquiring, training, developing and motivating staff so it can deliver on the Area objectives
- Establish, agree, monitor and provide feedback on performance targets and outcomes for the Area team members, to enable them to achieve the Area objectives and that this is completed in a fair, effective and timely manner
- Foster a culture that promotes the objectives of the whole organisation.

Stakeholder Engagement

- Development and maintain effective stakeholder relationships
- Consult with industry to ensure the BCITO's service meets their expectations in respect to relevance and quality
- Take a lead in running regional meetings, monitoring feedback from industry and make recommendations for improvements
- Look for opportunities to create new relationships with stakeholders not currently engaged with the BCITO
- Work with the Business Development team to manage stakeholder engagements.

Business Development Management

- Support number of new trainees within the Area during the year
- The retention of existing apprentices / trainees by following up on discontinuances; the completion of training agreements and qualifications of apprentices / trainees.

Financial Management

- Operate within the financial budget agreed with Business Strategy Manager for the Area (budget in the region of circa \$4 million per year)
- Achieve Debt Management targets for the Area.

Division Leadership & Communication

- Participate in the ongoing evaluation of the BCITO management systems, processes and policies and recommend changes and improvements where necessary.
- Communicate information upwards, downwards, and laterally to enhance focus, integration, decision making, and organisational health-as appropriate for the position.
- Provide relevant and timely information to Business Strategy Manager
- Take a lead in actively assessing process improvements to enhance the organisation and be a champion of any change.

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

Health & Safety and Company Information

Always carry out the requirements of the position safely while supporting the organisation's environment, of promotion and adherence to Health & Safety policies and procedures by all employees.

Mōu | Person specifications

- Experienced in, and committed to, excellent customer service.
- Experienced in data analysis, reporting, and feedback.
- Skilled in the continuous improvement of work practices, systems, and processes.
- Great communication (written and verbal) and collaboration skills.
- Experienced in training other team members on new and existing systems and processes.
- Great IT/digital skills, including MS Excel.
- Strong and accurate presentation and planning skills.
- Organised and flexible; able to prioritise competing tasks to meet required timeframes.
- A people person who can work autonomously and within a team.

Signed by Area Manager

Signed by GM Customer Experience Group

Date:

Date: