

Position Description: Programme & Learning Design Manager

Kaiwhakahaere Manager	GM – Education & Diversity
Te Wāhi Noho Location	Wellington
Te Rā Date	October 2026
Whakapānga Tuatahi Direct reports	4
Ngā Hononga Mahi Working relationships	Internal: BCITO employees nationally NZQA, MBIE, TEC, other government agencies, the education research External: community, industry and provider peak bodies, employers, trainers, and apprentices.

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, and report to Construction Skills New Zealand (CSNZ).

At BCITO, 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, and an employer can grow capability on site without slowing the job.

BCITO’s difference is focus and follow-through. We ensure the breadth and depth of our programmes meet industry needs and stay close to both learner and the employer to support their journey. Our qualifications are robust because we work with NZQA and TEC; our delivery is practical because we build it with industry and our outcomes are strong because we measure them, learn and improve. That is why employers stay with us, why apprentices recommend us, and why we continue to be New Zealand’s provider of choice for work-based learning in the construction trades.

Looking ahead, we remain committed to stability for learners and employers as vocational education evolves. Our aim is to make the system simpler to navigate, quicker to respond to new methods and materials, and more supportive of people finishing well.

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**, and that is how New Zealand builds its future.



Vision and Values

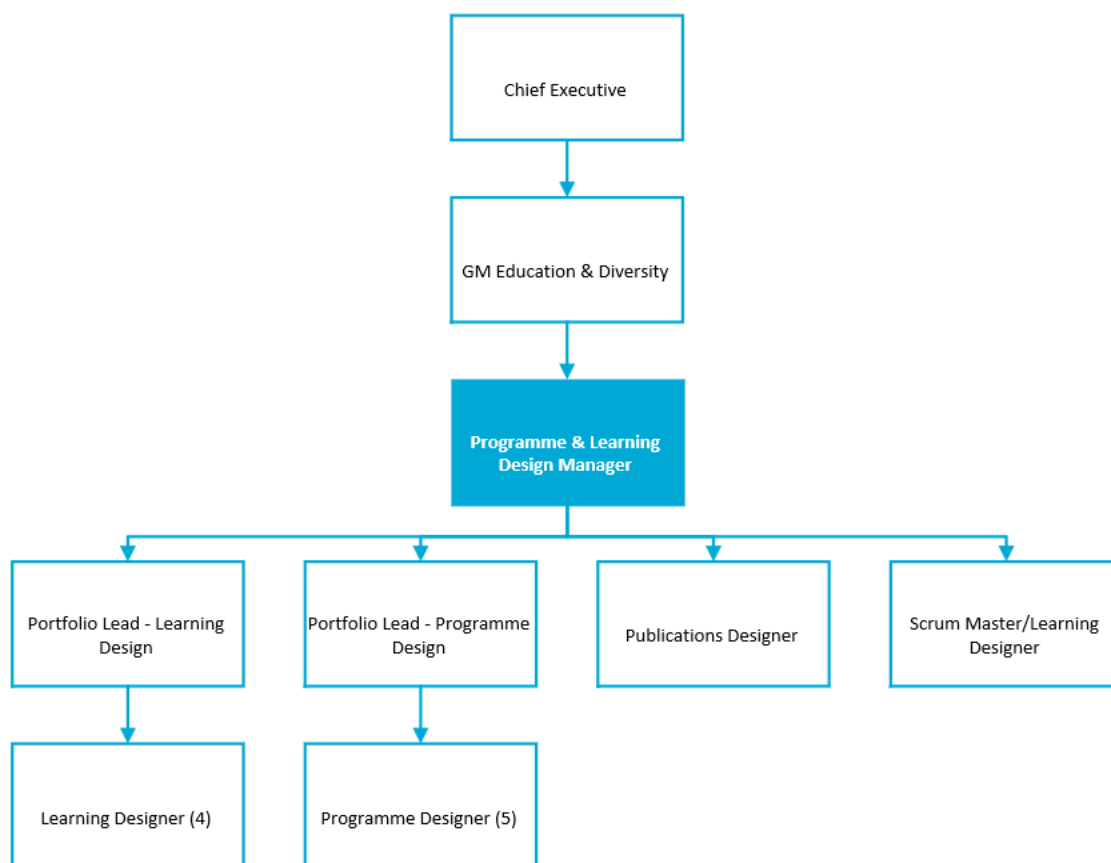
We are a group of passionate people, with our 'essence' encompassed by our Vision and Values.

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 Programme & Learning Design Manager leads the development, implementation and continuous improvement of BCITO's programmes, learning resources and content for digital learning solutions. The role provides strategic and operational leadership to ensure education products are industry-aligned, learner-centred and support successful apprentice outcomes, while leading a high-performing team and maintaining effective relationships with key stakeholders.

Te Tū Whakahaere | Reporting Structure



Ngā Whāinga Matua | Key Responsibilities

Leading and overseeing work related to programmes and resources that support the learning and assessment of apprentices:

- Maintain oversight of the lifecycle of programmes and resource materials as impacted by the review of standards, qualification and other credentials.
- Develop, maintain and implement an ongoing work programme for the timely development and review of programmes, and resources that support the learning and assessment of apprentices, and meet the needs of key stakeholders, particularly underserved learners (Māori, Pasifika, women and learners with disabilities).
- Lead collaboration with internal and external stakeholders to plan, manage and implement the launch of new and reviewed education products.
- Support internal stakeholders to plan and implement the effective management of learner transition.
- Develop and maintain expertise in education best practice that informs the principles, style and content of material developed.
- Maintain oversight of overview of the technical (trade) integrity of publications and ensure publication content is fit for the medium selected.
- Lead collaboration with industry experts and other contributors, as required, to expedite development projects.
- Lead collaboration with the appropriate staff to ensure that all publications meet all applicable expectations and requirements, including for any flexible or micro-credential purposes.
- Lead collaboration with the Customer Experience Group to ensure that assessment resources support BCITO assessors to make consistent decisions.
- Plan, manage and report on a specific capital expenditure budget for the development of programmes resources that support the learning and assessment of apprentices.
- Plan, manage and report on the budget for resource printing.
- Manage relationship with printing vendors including managing and monitoring costs and anticipating and responding to internal and external customer requirements.
- Manage programme and resources-related communications, internally and externally.

Leading and overseeing digital content development:

- Research, analyse and implement digital learning approaches that align with education best practice, and reflect learner needs.
- Develop, maintain and implement an ongoing work programme for the design, development and review of digital content that meet the needs of key stakeholders.
- Work with others in the organisation to embed digital content as business as usual.
- Prepare, manage and report on specific budgets for the development of digital content.
- Maintain oversight of the technical (trade) integrity of digital content and ensure it is educationally innovative.
- Provide thought leadership throughout BCITO and be recognised as an innovator in digital education delivery.
- Remain current with innovative digital good practice in education.
- Work alongside appropriate staff to devise, propose and undertake projects and activities aimed at enhancing the education experience of BCITO apprentices, employers and assessors.

Maintaining effective relationships with, and providing leadership and direction to, key representatives of construction industry groups, from government agencies, providers, other ITOs and standard-setters, and BCITO staff:

- Maintain effective working relationships with industry stakeholders and applicable officials by initiating action, anticipating and working to resolve potential issues, providing suitable alternatives, educating them on behalf of our sector, and remaining a source of assistance to them.
- Preserve an effective and collaborative profile with key internal stakeholders to assist, advise and influence them as appropriate.
- Uphold the profile of BCITO as a credible tertiary education organisation.
- Identify, involve and support key staff in the process of managing relationships with stakeholders.

Managing the Programme & Learning Design Team's resources and business plan objectives:

- Provide active leadership to the Programme & Learning Design team in strategic and operational activity.
- Guide and develop individuals in senior positions in the team to manage activity, implement the work programme and provide leadership to wider team members.
- Undertake professional guidance and performance management as required by the BCITO and/or as appropriate in individual circumstances.
- Actively consider a succession plan as part of the development of individuals.
- Provide leadership within the Programme & Learning Design team over matters of education principle and practice.
- Prepare the Team's budgets and work programme with the GM Education & Diversity and report regularly on progress against them.
 - Provide the GM Education & Diversity with early warning of risks to successful implementation of agreed plans.
- Negotiate any amendments to budgets and work programme in a timely manner.
- Report on work programme outcomes as appropriate to the wider BCITO.

People Leadership

- Recruit and manage the people within the Programme & Learning Design team.
- Manage the workflow and effectiveness across the teams focussing on delivering to expectations and achieving excellence.
- Ensure team members understand, and are committed to, their responsibilities and the purpose and values of the organisation.
- Meet regularly with team, individually and collectively to guide performance and generate a positive team working environment.
- Proactively develop the individual and collective capability of the team, providing regular feedback, coaching and development opportunities.
- Foster a culture of strong employee engagement and that promote the objectives of the organisation as a whole not just the group itself.

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

Health & Safety

Perform all aspects of the position in a safe manner and contribute to a positive health and safety culture by supporting and adhering to organisational Health and Safety policies, procedures, and requirements.

Mōu | Person Specifications

Essential

- Minimum bachelor's degree in a related field of study.
- Comprehensive educational understanding across the design, development, and delivery of educational programmes, and multi-media solutions.
- Demonstrated understanding of the tertiary education sector.
- Knowledge and understanding of NZQA systems and processes.
- Critical understanding of using ICT in education.
- Affinity with the construction industry, with well-established trade contacts/networks.
- Effective research, reporting and communication skills.
- Understanding of the use of electronic technology in delivering education resources.
- High-level communication and advocacy skills.
- Advanced computer skills, particularly in the Microsoft suite.

Highly Desirable

- Working experience within the sector.
- Knowledge of the TEC funding, reporting and audit systems.
- Knowledge and understanding of construction design.
- Strong relationship management, networking, and customer service experience.
- Excellent written and oral communication skills.
- Strong business acumen.
- Well-developed facilitation and influencing skills.
- Strong planning and organisational skills.
- Ability to work with a wide range of people.
- A can-do, proactive attitude with a demonstrated ability to foster this in others.

Signed by Programme & Learning Design Manager	Signed by GM Education & Diversity
Date:	Date: