

POSITION: Regional Director
(North/Central/South)

DEPARTMENT: Education & Engagement

PRIMARY PURPOSE:

The role of the Regional Director is to lead the regional School Relationship Management team (North or Central or South) to deliver required company objectives and key results areas through school engagement. The role will drive positive engagement and relationships across the Ministry of Education, sector groups and associations, schools, kura and regional IT providers.

OPERATING PRINCIPLES: How we all choose to behave at N4L



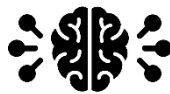
We care

About all people and what we do



We're smarter together

Through partnership, participation and protection



We're curious

We have an eye on the future and an openness for change



We value your voice

We listen to learn



We do what we say we will

With integrity, accountability and respect

LEADERSHIP COMPETENCIES:



People

Manage & develop effective team



Results

Drive positive outcomes for customers



Thought

Customer-centric



Self

Agile and adaptable problem solver

COMPETENCIES:

Team Leadership

- Leadership experience and with management skills to drive high performing team;
- Ability to get on with people at all levels and listen to and identify their issues and needs;

ICT / Education Sector Experience

- 5+ years IT and/or education sector experience;
- A high level of understanding and passion for education technology and how it can enable 21st-century learning;

Cultural Awareness

- A commitment to te Tiriti o Waitangi and te ao Māori world view;
- Knowledge of, and commitment to developing understanding of te reo Māori.

KEY ACCOUNTABILITIES:

Key Relationship Management

- Lead and manage relationships of significance including a portfolio of large and/or complex school and kura relationships
- Proactively manage regional relationships with the Te Mahau (MoE regional office), sector groups, IT providers and other relevant partners.

Team leadership, management and execution

- Take a national lead focus for the Education & Engagement team on either Technology, Culture or Education;
- Lead the School Relationship Management team's engagement (experience) with a nominated Product (i.e. MNttS, MNttC, Security & Self Service);
- Continually enhance Education & Engagement processes in line with N4L and customer requirements ensuring they remain efficient and customer focused;
- Manage regional team of School Relationship Managers to drive high performance, engagement and customer satisfaction;
- Measure the performance of the team against their agreed OKRA's;
- Own and execute the training plan for the regional team to ensure the team is providing the branded customer experience;
- Manage Health and Safety obligations of a remote team.

Develop and execute the *regional* engagement plan:

- Develop and oversee a regional (termly) engagement plan, in line with national Education and Engagement outcomes;
- Develop and deliver culturally appropriate and responsive services to schools and kura;
- Ensure efficient team journey planning and call time management to ensure that the agreed call frequency and level of service is provided to the schools;
- In collaboration with Customer Operations, manage regional school escalations or opportunities through to resolution.

Engagement & Education

- Be the voice of N4L in your regional context, driving positive reputation, localised awareness and creating thought leadership in online safety and security;
- Manage and present on behalf of N4L at regional conferences, Kahui Ako/CoL and principal association meetings;
- Regular regional travel for customer visits and/or events is a requirement of the role, this includes overnight trips within (but not limited to) the Regional Director's management territory.

Health & Safety:

- Individual:
 - You must take reasonable care of your own health, safety and wellbeing and take reasonable care that others are not harmed by something you do or don't do. You must also actively engage in all aspects of the organisation's health, safety and wellbeing plan, including identifying risks, investigating incidents and taking part in training and ongoing planning;
 - Ability to drive in New Zealand (Full NZ drivers license).
- Committee member:
 - Provide leadership to SLT, Managers and Employees to collectively create a workplace where health, safety and wellness takes priority. Responsible for managing the health, safety and wellbeing system, policies and processes to achieve continuous improvement. Ensure the business is legally compliant with all health and safety legislation.