



### RSE Operations Lead Navigator

<b>Function:</b>	EIT Business Relationship Unit   RSE Operations
<b>Reports to:</b>	RSE Operations Manager
<b>Location:</b>	Taradale, Hawkes Bay
<b>Arrangement:</b>	Full Time
<b>Date:</b>	March 2026

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### Pūtake | Purpose

The RSE Operations Lead Navigator exists to ensure the consistency, integrity, and cultural safety of the RSE programme across all delivery contexts. The role provides operational leadership and oversight to enable reliable, compliant, and high-quality programme delivery, supporting facilitators and stakeholders to work effectively across regions. Through oversight of programme systems and relationships, the role safeguards delivery readiness, strengthens facilitator capability, and upholds Pacific values and collective wellbeing in engagement with labour-sending countries.

### Ngā Whanaungatanga | Working Relationships

Internal:	RSE Operations Team, Heads of School, RSE Program Facilitators
External:	Government Agencies Employer/industry Partners Pacific Advisory Group & Labour Sending Country Officials

### Mana Whakahaere | Resource Delegations

Financial:	Not applicable
People:	Not applicable

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### Kawenga Mahi | Accountabilities

#### Programme Coordination & Delivery Oversight

Lead the coordination and oversight of national RSE program delivery to ensure schedules, facilitator allocation, agreements, and delivery arrangements enable consistent, reliable, and timely program delivery across regions.

#### Programme Integrity, Compliance & Risk

Ensure program delivery arrangements, documentation, and records meet institutional, contractual, and compliance requirements, maintaining delivery readiness and proactively managing risks that could affect program integrity or continuity.

### **Curriculum Integrity & Quality Assurance**

Ensure program curriculum, facilitator resources, and delivery documentation remain current, culturally appropriate, and aligned with approved program standards and NZQF requirements, supporting quality assurance and audit confidence.

### **Facilitator Capability & Readiness**

Lead the training, guidance, and capability development of regional facilitators to enable high-quality, consistent, and culturally safe program delivery across all delivery contexts.

### **Cultural Leadership & Partnership Practice**

Uphold and embed Pacific-led values and culturally grounded practice within program systems, coordination processes, and facilitator engagement, supporting safe, respectful, and effective partnerships with labour-sending countries.

### **Data, Evaluation & Continuous Improvement**

Ensure program data, feedback, and evaluation information are accurate, maintained, and used to inform reporting, continuous improvement, and evidence-based decision-making for internal and external stakeholders.

### **Stakeholder Communication & Reporting**

Coordinate clear, timely, and culturally grounded communication and reporting to internal governance groups and external partners, maintaining confidence in program delivery, progress, and outcomes.

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### **General Responsibilities:**

- Comply with EIT policies and procedures.
- Contribute to a healthy workplace by implementing safe work practices and strategies to effectively manage personal wellbeing.
- Undertake additional responsibilities and tasks relevant to this position as requested by the manager.

### **Demonstrate commitment to:**

**Te Tiriti o Waitangi:** Through our developing understanding of our obligations and our connection with Te Tiriti o Waitangi as both individuals and as an organisation.

**Ākonga at the Centre:** Through prioritising the experience, wellbeing, and success of our ākonga in our decision-making process.

**Equity:** Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacific and disabled ākonga and their whānau.

**Vocational Education and Training Excellence:** Through quality provision for all ākonga, meeting the regional needs of employers and communities.

**Pūkenga, Wheako, Mōhiotanga, Tohu Mātauranga | Skills, Experience, Knowledge and Qualifications**

## Essential

### Experience & Knowledge

- Demonstrated experience in operational coordination or programme support roles within complex delivery environments such as tertiary education, training, workforce development, or regulated programmes.
- Experience coordinating multi-region or multi-stakeholder delivery activities, requiring attention to scheduling, documentation accuracy, and delivery readiness.
- Experience contributing to adult learning delivery, facilitator support, or programme development, such as supporting training delivery, developing learning resources, coordinating facilitator-led programmes, or assisting with curriculum or course material updates in adult education or workforce development contexts.
- Working knowledge of compliance-driven programme environments, including alignment with institutional policy, contractual obligations, or regulatory frameworks (e.g. NZQF or equivalent).
- Experience supporting or contributing to programme reporting, including preparation of summaries, data tables, and narrative reports for governance or external stakeholders.
- Understanding of, or demonstrated commitment to, Pacific values, cultural safety, and culturally grounded practice in programme delivery or stakeholder engagement contexts.

### Skills

- Analytical and organisational skills to manage multiple interdependent requirements (schedules, documentation, data, compliance) with accuracy and consistency.
- Written communication skills applied to drafting clear programme documentation, facilitator guidance, and structured reports for internal governance and external stakeholders.
- Oral communication skills to liaise effectively with facilitators, managers, and partners, providing operational guidance and resolving coordination issues.
- Systems and information-management skills to maintain structured document repositories, version control, and accurate programme records.
- Judgement and problem-solving skills to identify delivery risks, resolve issues, and balance competing priorities within defined frameworks.

## Desirable

### Experience & Knowledge

- Experience working within RSE, workforce development, micro-credentials, or adult education contexts.
- Familiarity with NZQA / NZQF processes, including documentation, version control, or programme approval and review activities.
- Experience contributing to monitoring, evaluation, or continuous improvement activities, including use of qualitative and quantitative feedback.
- Experience working in partnership with Pacific communities or labour-sending countries, applying culturally responsive approaches in practice.

### Skills

- Experience drafting or contributing to external accountability reports for funders, government agencies, or sector partners.
- Direct experience in adult teaching, facilitation, or programme development, including delivery or design of training for adult learners, workforce development programmes, or community-based education initiatives.
- Experience supporting or contributing to the design, review, or refresh of learning programmes or micro-credentials, including adaptation for diverse learner needs or delivery contexts.

- Capability in coordinating facilitator training or professional development activities, including logistics and communications.
- Confidence navigating cross-functional environments, working with academic, operational, and external stakeholders.

## Ngā Uara o Te Aho a Māui | Values of EIT

### Herea te momoho | Inspire success:

- Support continuous learning and improvement through collaboration.
- Encourage innovation and challenge existing ways of working to achieve better outcomes.
- Recognise and celebrate the achievements of ākongā, kaimahi, and whānau.

### Herea te tangata | Nurture whanaungatanga:

- Build and maintain genuine relationships through manaakitanga, care, respect, and generosity.
- Honour wairuatanga by recognising and respecting diverse identities, perspectives, and needs.
- Work collaboratively in service of ākongā and communities, demonstrating kotahitanga to achieve shared goals and outcomes.

### Herea te mana | Act with integrity:

- Act with honesty and integrity, doing what is tika and pono, even when it is not easy.
- Uphold the mana of others through respectful, trustworthy, and principled interactions.

### Herea te pono | Be committed:

- Make sustained contributions toward shared goals and outcomes, aligned to a collective kaupapa.
- Take accountability for actions, impact, successes, and challenges.
- Maintain personal wellbeing and support the oranga of others to remain resilient in times of change.

<b>Document information – Office use only</b>	
<b>Document Name</b>	Position Description
<b>Document Number</b>	HG184
<b>Executive</b>	People and Culture Manager
<b>Owner</b>	People and Culture Manager
<b>Developer</b>	People and Culture Advisor
<b>Review Frequency</b>	12
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