



# Good governance for a strong Aotearoa New Zealand

## Position Description | He Kōrero Mo Te Tūranga

<b>Position</b>	<b>Professional Development Executive</b>		
<b>Reports to:</b>	Professional Development Advisor Team Leader		
<b>Location:</b>	Institute of Directors, Wellington		
<b>Job Type:</b>	Full-time/Permanent	<b>Direct reports:</b>	Nil

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### About us | Mō mātou

The Institute of Directors is the professional body for directors and is at the heart of New Zealand's governance community. We believe good governance has the power to positively transform organisations, business and communities for the benefit of Aotearoa New Zealander.

We are driven by our purpose to support and enable directors and those in governance to add value to their organisations and wider communities. We do this by connecting them through our 10,500 strong member network; developing and providing governance resources, insights, training and professional development; supporting director and board effectiveness through our board services; and research, advocacy and thought leadership to set and improve the standards of governance.

### Our values | Ā mātou uara

**Māiatanga | Courage** - We are bold and have the courage to do the right thing

**Manaakitanga | Support** – we are welcoming and show respect for each other

**Whakatautetanga | Individual** – we respect the value each individual brings

**Kaitiakitanga | Stewardship** – we take responsibility of care

**He pukenga wai | Learners for Life** – We are learners for life and seek to share our knowledge

### Position purpose | Te aronga o te tūranga

The Professional Development Executive helps to ensure our members and customers receive outstanding service and support for their professional development needs. This includes coordinating and delivering courses in a warm, professional manner; delegates are supported and informed throughout the process, and our facilitators are enabled to provide an outstanding learner experience.

The Professional Development Executive works as a collaborative, team-player and assists the wider team with business support; course coordination for IoD's public (in-person and online) and in-house training programme; managing queries and support requests through our customer service channels including email, phone, learning management system, and member/customer database. This crucial support role ensures the team functions smoothly and effectively.

## Key Responsibilities | Ngā haepapa matua

### Professional Development and Course Delivery

- Ensure all assigned courses are superbly organised and run, with:
  - well-briefed and supported facilitators and panel members where applicable
  - well-informed and supported delegates
  - accessible course materials, equipment and support information
  - on-site set up and promotion of IoD's products and services
  - technology organised and accessible for participants and facilitators and panel members are prepared and briefed on the process (online training)
  - courses delivered in a safe manner, and in line with the IoD's safety management system and procedures
  - appropriate budget controls
  - post-course evaluations and communications complete.
- Monitor course fill rates and notify the Manager or marketing of any fill rate concerns
- Liaise with site service providers such as venue management, equipment hire and purchase companies, and caterers
- Liaise with the Learning Systems Coordinator ensuring courses are set up, email notifications, course dates and material release dates are correct; and assist with Learn@IoD change requests from the Delivery team
- Provide professional development programme advice and information as appropriate, both remotely and at IoD courses and events
- Work closely with facilitators before, during and after allocated courses to coordinate travel bookings and provide onsite delivery support
- Develop good relationships with course delegates to support them in their pre- during- and post-training needs
- Provide feedback to the Manager for facilitator quality assurance (QA) activities as appropriate
- Collect and feed through facilitator feedback around course content to assigned Learning Designers.

### Customer service, client support and engagement

- Manage the inboxes and incoming calls, triaging, responding to and resolving queries and requests for the Delivery and Development teams, or escalating as required
- Have an excellent knowledge of IoD's services, products and solutions to provide quick, professional and accurate resolution of customer queries, and to promote the appropriate development and advisory solutions.

### Course Support and Administration

- Process course registrations, confirmations and reminders, transfers and cancellations.
- Maintain knowledge of the expression of interest cases, waitlists and holding course participants ie advising of new course dates.
- Process online course module queries, extension requests, password resets etc line with systems used i.e Learning Management System, NetSuite
- Support the organising and delivery of other courses as required e.g. updating attendees lists/records in NetSuite, workbook ordering for face to face courses/non-tailored in-house Training, and printing, sorting and dispatching course materials.

- Support system effectiveness through user acceptance testing (UAT) and assisting with data retention as per our data retention policy.

#### **Governance Services support**

- Provide back up support to the Governance Services and Consulting Team and Governance Services Coordinator, including:
  - loading Director Vacancies onto the website and liaise with communications team for social media publishing
  - support Director Remuneration with fee reports, and respond to client and member queries for the annual directors' fee survey
  - managing case opportunities and updating the assignments spreadsheet.
- Monitor the Governance Services and Director Vacancies inboxes to respond to customer queries and recommend appropriate solutions regarding Governance Services product lines, or escalate as required.

#### **Group Business Support**

- Provides high-quality and professional business administration and coordination support for the group as required, for example:
  - meeting coordination for team and project meetings including venue bookings and catering (if required), technology setups, collating papers, and followups
  - administration support including document preparation, editing, couriers, carbon footprint data collection etc.
  - document and file management
  - travel and accommodation bookings.

#### **Finance Administration**

- Assist with finance functions for delivery group as required, for example:
  - creditor and supplier invoices
  - check, reconcile, code and process invoices
  - follow up with creditors and debtors
  - action transfers as a backup to the finance team or in peak times.

#### **General**

- Positively contribute to high-performing and inclusive 'one IoD team' culture that focuses on outcomes, impact, effectiveness and delivering value for our members and customers
- Prioritise the health, safety and wellbeing of self and others
- Work in a way that is aligned to and champions the IoD's values
- Undertake other activities as are reasonably required to carry out the functions of the position.

## **Person Specification | Mōu ake**

#### **Qualifications, experience, skills**

- A tertiary level qualification e.g. in business administration, arts, hotel management
- A minimum of 2 years' post-graduate experience in a professional environment
- Event/course organisation experience, and online course delivery via Zoom or similar platforms would

- be an advantage
- Strong experience in administration and business support
- Database and CRM Experience, preferably Netsuite
- Learning Management Systems (LMS) experience, preferably Totara
- Expertly use a range of tools especially Microsoft Office suite
- Excellent organisational and planning skills
- Accurate with a high level of attention to detail
- High levels of professionalism, communication and presentation skills
- Responsible, and able to work autonomously offsite.

## Key Competencies | Ngā tohungatanga matua

### We hold ourselves to high standards

**We build our technical knowledge** and stay up-to-date on things that impact our roles and our team.

**We aim high**, deliver quality work and bring our best every day.

**We set challenging goals** that impact and support our purpose and lift our performance and add value.

**We use our values and good judgement** to guide our decisions and actions.

**We do what we say we will** and don't let others down.

**We speak up** for what's right.

**We know our limits** and when to ask for support.

**We admit our mistakes** and own our actions when we get it wrong.

**We seek out feedback** and use this to learn and improve.

### We develop ourselves

**We commit to our own development** and professional practice.

**We lift our cultural competence**, understanding, behaviours towards and attitudes of Māori and their culture, as the indigenous people of Aotearoa New Zealand.

**We are curious**, openminded and willing to change our minds.

**We learn through experimentation**, success, failure and mistakes.

**We are generous with our knowledge** and are students *and* teachers every day.

**We are OK being outside our comfort zone** as we know that's where learning happens.

**We are self-aware** and reflect on the impact of our actions.

## Key Competencies contd. | Ngā tohungatanga matua

### We put our members and customers first

**We always act for the good of the IoD** and our purpose to positively transform governance.

**We build good relationships** with our members and our customers to gain their respect and trust.

**We go the extra mile** for our members and our customers - both inside and outside the organisation.

**We care about the impact of our own work** on our members and customers and we do our best for them.

**We monitor member and customer satisfaction** and focus on fixing what's not working and improving their experience.

**We see things from our members' and customers' perspectives** and design services and create solutions that meet their needs.

#### **We value team work and collaboration**

**We are welcoming and respectful to all** regardless of culture, beliefs, lifestyle, position, gender, sexual orientation, or ability.

**We bring team spirit** and believe that together is better.

**We participate actively**, positively and constructively.

**We back each other up** and support our team mates and colleagues.

**We offer up ideas and solutions** that improve or benefit the team.

**We share responsibility** and recognise the good work that others do.

**We value the strengths and diversity** of thought and experience in the team.

**We face up to conflict in a healthy way** and focus on the issue, not the person.

#### **We are outcomes focused**

**We strive for excellence** and look for better ways to do things.

**We harness technology** to drive continuous innovation, improvement and efficiencies.

**We understand our financial drivers** and commercial environment and make decisions that positively impact this.

**We are adaptable** and can refocus our work and our energy to what's most important.

**We think outside the box**, bringing creative ideas and solutions to problems.

**We push ourselves forward** and show persistence.

**We build resilience** to bounce back from setbacks.

**We way up the future impacts of actions** and decisions and take calculated risks.

## **Key Relationships | Ngā hononga matua**

<b>Internal:</b>	<b>External:</b>
<ul style="list-style-type: none"><li>• Delivery team</li><li>• Governance Services Coordinator</li><li>• Governance Development and Governance Services teams</li><li>• Marketing team</li><li>• Information Systems team</li><li>• Finance Administrator</li><li>• Membership team</li></ul>	<ul style="list-style-type: none"><li>• All IoD members, customers and clients</li><li>• Course facilitators, attendees and delegates</li><li>• Vendors, contractors and suppliers eg venues, printing and technology</li></ul>

## Authority | Rangatiratanga

The Professional Development Executive has the authority to make decisions and carry out actions in all matters related to the responsibilities and deliverables of the position consistent with budget approvals.

## Amendments to the responsibilities | He whakahounga ki ngā haepapa

Responsibilities of this position are expected to change over time as the IoD responds to the changing environment and commercial demands and requirements. This position description will be updated as required to reflect these changes. The incumbent will need the flexibility to adapt and develop as the environment evolves.

## Travel

The Professional Development Executive is required to travel nationally and work outside core business hours to deliver the allocated courses as per the course schedule. This will include overnight travel from time-to-time.

## Dated

April 2024