

POSITION TITLE:	<b>Programme Manager - Kahu</b>
LOCATION:	Flexible location   Tauranga, Auckland, Hamilton
PEOPLE LEADER:	Head of Programme Management Office
TEAM	Digital Business

As part of our strategic vision, we are undergoing a comprehensive technology transformation journey. The Programme Manager role provides senior, end-to-end leadership for a live, multi-year Private Wealth and Custody platform transformation programme (Kahu), currently in delivery and scheduled for completion in June 2027.

The role is accountable for stabilising, governing, and driving successful delivery of the programme through its remaining lifecycle, coordinating business, technology, and delivery workstreams to achieve agreed outcomes.

Reporting directly to the Head of Programme Management Office you will be responsible for bringing all leaders and programme delivery activity together ensuring strategic alignment, inclusive stakeholder collaboration and timely delivery across a complex, in-flight, multi-year transformation initiative. This role will also have strong stakeholder management relationships internally and externally influencing at executive and senior leadership levels.

## WHAT I DO

### Strategic Alignment and Portfolio Governance

- Translate enterprise strategy for Private Wealth & Custody into a clear, executable delivery roadmap across the remaining programme lifecycle
- Establish and maintain an integrated programme roadmap covering design, build, migration, implementation and benefits realisation
- Define and own success criteria, business outcomes and benefits realisation measures through to programme completion

### Planning & delivery Management

- Create detailed work breakdown structures, milestones, resource plans and dependency maps for cross functional workstreams
- Lead forums to secure decisions, approvals and escalations.
- Ensure alignment with financial targets, regulatory constraints, and other considerations where applicable. Ensure the programme objectives are defined, communicated, and achieved within the agreed timeline, budget, and quality standards.

## **Programme Management**

- Provide leadership and direction for the end-to-end programme, including planning, organizing, and controlling all aspects of the programme initiative. Ensure the programme objectives are defined, communicated, and achieved within the agreed timeline, budget, and quality standards.

## **Stakeholder Engagement & Communications**

- Serve as the primary points of contact for enterprise-wide stakeholders associated with the Private Wealth & Custody transformation, aligning expectations and maintaining transparent communications
- Produce regular status updates, dashboards and reporting for sponsors and key stakeholders
- Foster a collaborative culture across business units, functions, vendors and delivery partners to drive alignment and accountability

## **Resource & Vendor Management**

- Lead demand planning for programme resources and manage technology vendors, specialist partners and contractors supporting programme delivery

## **Collaboration with Digital Leadership Team**

- Work closely with the DBLT to align work plans and resourcing plans. Collaborate on the design and implementation of digital solutions.

## **Change Management**

- Implement change management strategies to facilitate user adoption and minimize resistance to new technologies, processes, and systems. Collaborate with the change management team to develop and deliver training, communications, and support materials to promote successful implementation.

## **Governance and Reporting**

- Ensure governance requirements are being met ensuring effective oversight, control, and reporting of the Private Wealth & Custody platform transformation programme.
- Prepare comprehensive reports, highlighting achievements, risks, and issues, and provide recommendations to the Head of Programme management Office and senior leadership for decision-making.

## **NZX RULES REFERENCED WITH LEGISLATION AND POLICY**

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- The NZX Participant Rules can be found electronically at the following address -
- <https://www.nzx.com/regulation/nzx-rules-guidance/participant-guidance>

CIP policies can be found on the Staff Intranet

## WHAT I VALUE

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At Craigs, we pride ourselves on creating an environment where our people feel they belong and can bring their best self to work and feel valued. We grow as a team and with our clients and are always looking to support our communities – both internal and external. Our values build the foundation of how we work and how we provide great outcomes for our people and clients.

## WHAT I BRING

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### Qualifications

- Bachelor's degree in business, finance engineering, information management or related field desirable, but not a must have.
- Minimum 5 years' experience in progressive programme management delivering complex business and technology transformation programmes

### Knowledge and Experience

- Proven experience leading enterprise-scale platform or business transformation programmes
- Demonstrated experience taking over in-flight programmes and driving them through to successful completion
- Strong programme and portfolio management skills with a proven ability to lead complex cross functional workstreams in a fast-paced environment.
- Strong commercial discipline including financial management, risk and issue management and change control
- Adept at communicating with executive and senior stakeholders, corporate partners and external partners.
- Demonstrated experience in change management, driving adoption and ensuring benefits are tracked and realised.

### Skills & Attributes

- Strong stakeholder management abilities, with the capability to engage and influence at all levels of the organisation, vendors and strategic delivery partners
- Strong influencing, stakeholder and relationship management skills with sound judgement, initiative and accountability.
- Cross functional collaboration with excellent written and verbal communication, storytelling for senior leaders and inclusive leadership style.
- Strong with PMO tools (eg. Jira/confluence, data analytics and dashboarding (Power BI or similar)