

JOB DESCRIPTION

JOB TITLE:	General Manager Academic
GROUP:	Academic
REPORTS TO:	Chief Executive
DATE:	April 2026

Our strategic intent

To be trusted partners leading education in the primary sector for a prosperous and sustainable New Zealand. We will do this by:

- Continue to build a high trust partnership model.
- Ensure high learner achievement.
- Continue to operate a sustainable education business.

Purpose of Role

The General Manager Academic is one of three senior positions which manage the functions of Primary ITO. The role supports the Executive Leadership Team and is a member of the Senior Management Team.

The General Manager Academic requires a deep understanding of learning systems, is able to provide pedagogical oversight for programme design and development, understands the requirements of the Industry Skills Boards, New Zealand Qualifications Authority and the Tertiary Education Commission and can work with these agencies to develop and deliver quality programmes for the primary sector. The General Manager Academic chairs the Academic Committee.

The General Manager Academic has strategic and operational management responsibility for the following functions:

- Programme development and design;
- Product development and design;
- Academic Quality;
- Academic Services and Enrolments;

Key Areas of Responsibility

	Key Responsibility	Critical Tasks
1.	Strategic Leadership	• Provides strategic support to the Executive Leadership Team by contributing to the direction of the business. • Provides leadership for all staff by 'walking the talk' and fostering a culture that is positive, collaborative, and respectful of others. • Actively participates and works collaboratively as a member of the Senior Management Team on all matters affecting the business and the relevant stakeholder and industry groups. • Supports the Chief Executive in providing advice and information to key stakeholders and industry partners. • Plays a key role in leading change across the business to achieve the focus areas. • Chairs the Academic Committee.
2.	Group Leadership	• Leads the Academic Team to ensure business objectives are met and staff are motivated to achieve their objectives in a changing environment. • Leads the Academic Team with a strong emphasis on opportunity identification and realisation, future risk identification and management, and the achievement of continuous improvement and business success. • Ensures the Academic Team has the right structure, capacity, and capability to efficiently achieve its business objectives.
3.	People Leadership	• Empowers and coaches direct reports and other people leaders in the Academic Team to effectively lead and manage their teams. • Provides clear direction, empowers, and supports direct reports to achieve results. • Ensures staff understand their contribution to the focus areas and goals of the business, that they have performance objectives linked to these focus areas and their performance is effectively managed. • Manages and reviews the performance, development and remuneration of direct reports and overall review of staff within the Academic Team. • Ensures people leaders are managing their staff resources and developing flexible working teams to meet existing and future needs. • Ensures the recruitment of high calibre personnel required for the future success of the business. • Provides sound and timely decision making for the Group and resolves any issues or conflicts efficiently and effectively.



4.	Programme Development	- Engages with industry and employer representatives to ensure that learning programmes are fit for purpose, and to understand industry requirements. - Ensures that the structure of Primary ITO's programmes meet workforce capability requirements and are fit for purpose to meet industry needs and expectations. - Provides the pedagogical oversight for programme design to ensure programmes meet the required criteria and standards to obtain approval from New Zealand Qualifications Authority (NZQA). - Ensures programmes meet the Tertiary Education Commission (TEC), Industry Skills Board (ISB) and NZQA rules. - Supports the conversation with the ISBs as relates to programme development.
5.	Stakeholder Relationships	- Proactively maintains relationships with key stakeholders to strengthen Primary ITO's positioning, profile, and influence. - Works closely with stakeholders to understand their requirements and needs in relation to programme and product development.
6.	Academic Quality	- Ensures that programmes are designed to deliver the required academic outcomes. - Works closely with the ISBs, NZQA and TEC to ensure that programmes are current, fit for purpose, of a high standard, are funded and approved. - Works with direct reports to set the direction for the business division's quality assurance framework with specific emphasis on continuous improvement. - Works with direct reports to ensure that the moderation and accreditation activities that support Primary ITO's programmes meet the requirements of any regulatory body.
7.	Academic Registry and Enrolments	- Ensures that programmes are registered appropriately into the Industry Training Registry (ITR) and that any errors are managed. - Leads the development and implementation of Primary ITO's customer interface delivered through the enrolments team. - Ensures the timely and accurate enrolment of learners.
11.	Management and Planning	- Where required, develops and delivers on sound, successful business plans to achieve the business division's focus areas. - Sets clear goals for the team aligned to these plans and supports their achievement. - Actively monitors progress against plans, foresees, and resolves issues as required, and reports on progress on a regular basis.



		- Establishes, monitors, and manages financial budgets to ensure they provide value for money and spending is within agreed parameters. - Adheres to the business division's accounting and financial control procedures and delegations.
12.	Transition Management	Works with the Chief Executive to transition the Academic Team through the change process.
13.	Safety and Wellbeing	- Creates a culture that allows all staff to use their skills and knowledge to take personal ownership for health and safety in the workplace. - Leads and champions the observance and implementation of health and safety systems and processes in accordance with policies. - Ensures health and safety is integrated into business-as-usual activities and is part of the business divisional culture. - Promotes the wellbeing of staff and wellbeing practices. - Undertakes safety and wellbeing activities and supports the Safety and Wellbeing Representatives.
14.	Cultural Capability	Embraces our cultural values, demonstrates a willingness to grow bi-cultural awareness and expresses this both within and outside our business division.

Working Relationships

The General Manager Academic will work closely with the Chief Executive, Executive Leadership Team, Senior Management Team and staff within the Academic Team and across the business. The role will also develop strong relationships with external stakeholder groups such as the Ministry of Education, Iwi representatives, Industry Associations, ISB's, New Zealand Qualifications Authority and the Tertiary Education Commission.

Extent of Authority

Direct/Indirect Reports	5 direct reports 21 indirect reports
Budget	Y
General	As delegated by the Chief Executive and policies
Controls a budget	Y
Jobholder can spend unbudgeted capital	N
Jobholder is responsible for committing the organisation to long-term contracts	Within Delegation
Jobholder signs correspondence for Company	Y



Knowledge and Experience

Essential	Desirable
▪ Experience working at Senior level to provide strategic and operational management to deliver academic and customer services and identify and realise opportunities for continuous improvement and business growth. ▪ Strong understanding of the Education framework, NZQA, MoE and TEC requirements from extended periods working in the education industry. ▪ Experience working in the primary sector. ▪ Sound financial management, business planning and commercial business skills. ▪ Proven experience in managing organisational change and transformation to achieve cultural change and business improvement. ▪ Strong ability to manage a large team and provide leadership to a functional management team that inspires and supports them to achieve great results. ▪ 10-15 years of experience within the education sector preferably in New Zealand. ▪ A strong ability to engage well with others and build relationships based on trust and respect. ▪ A positive, can-do and resilient attitude. ▪ Understands and can practice confidently Tikanga Māori.	

Qualifications

Essential	Desirable
▪ Tertiary qualification in an education related discipline.	▪ Post Graduate studies in Education Management.



AGREEMENT with the duties and responsibilities of the position as reflected in this Job Description. Primary ITO and the Academic team must be responsive to the needs of our customers so duties may change, and flexibility will be required from the General Manager Academic.

Signature of Position Holder

Date

Signature of Manager

Date

