

POSITION DESCRIPTION

Deputy Chief Executive - Operations

Our Vision

We develop New Zealand's most employable graduates.

Our Mission

Build capability for a global workforce.

Our Values

“At AIC, we empower our people to grow personally and professionally, guided by integrity, connection, and a commitment to excellence.”

- **Empowerment – Whakamana**
- **Growth – Whakatupu**
- **Integrity – Whakapono**
- **Connection – Whakahono**
- **Excellence – Whakatairangi**

REPORTS TO	CEO – International Division	DIRECT REPORTS	Up to 8 Direct Reports
-------------------	------------------------------	-----------------------	------------------------

KEY RELATIONSHIPS

Internal

Future Skills

- Executive and Senior Management team

Auckland International Campus (AIC)

- Senior Managers

Otago Polytechnic (OP)

- Executive and Senior Management team
- Heads of Relevant Schools

External

Relevant Government Departments and Agencies, especially:

- Tertiary Education Commission
- NZ Qualifications Authority (NZQA)
- Immigration NZ
- Education NZ

Auckland employers, businesses, community, and ethnic groups

Auckland City Council and local authorities

Other educational institutions in NZ and offshore.

PURPOSE AND SCOPE OF THE POSITION

Auckland International Campus (AIC) provides quality education for international students of both Otago Polytechnic and Future Skills. The Deputy Chief Executive (DCE) – Operations is responsible for the operational leadership and performance of AIC reporting to the Chief Executive – International Division, the role ensures the efficient, commercially sustainable and high-quality delivery of academic programmes and campus services.

The DCE provides leadership across our operational functions, customer experience and overall performance, ensuring that systems, processes and resources operate effectively to support learner success and business growth. The role requires a leader who combines strategic capability with hands-on operational oversight, with responsibility for improving productivity, strengthening processes, supporting revenue growth and ensuring the campus operates as a high-performing international education business.

Success in this role will see AIC recognised as:

- A high-performing campus with strong learner outcomes
- A financially sustainable and commercially disciplined operation
- A provider of high-quality international education aligned to employer and industry needs
- A campus that delivers operational efficiency, innovation and strong stakeholder partnerships

KEY ACCOUNTABILITIES

1. Strategic Planning

Expected Outcomes

- In consultation with the Chief Executive – International and Executive Leadership Team (ELT) formulate / execute the overall strategic goals and objectives.
- Work with the different departments, to break down strategic priorities into measurable objectives and priority actions for departments.
- Ensure effective planning and allocation of resources to support strategic priorities.
- Identify operational and strategic risks and integrate mitigation measures into planning processes to ensure sustainability.
- Integrate stakeholder inputs (government agencies, partners, private sector) into planning and decision-making processes where required.

2. Commercial and Operational Performance

Expected Outcomes

- Operational systems and processes support efficient, scalable and high-quality programme delivery.
- Campus operations demonstrate strong productivity, cost discipline and resource utilisation.
- Opportunities to improve operational efficiency, service delivery and process effectiveness are identified and implemented.
- Business plans support sustainable revenue growth and commercial performance.
- Financial performance is actively monitored and managed against budgets and forecasts.
- Opportunities to strengthen programme viability, market positioning and student recruitment are identified and pursued.
- Operational reporting provides clear insights to the Chief Executive and Board on performance, risks and opportunities.

3. Educational Leadership

AIC is positioned as a provider known for its educational innovation and excellence in learning and teaching.

Expected Outcomes

- High quality, leading edge, accessible and relevant programmes are offered, that meet international needs.
- On-going advances in educational technologies in educational delivery activities are embraced.
- AIC supports applied research and industry engagement where relevant to programme delivery.
- Strong levels of student success are achieved in AIC's educational programmes and graduate outcomes.
- Innovation and the pursuit of educational, service, and managerial excellence is championed at all levels.
- AIC values are embedded in all programmes and international operations.

4. Learner Success and Educational Performance

Expected Outcomes

- Learner engagement is regularly monitored, and retention strategies implemented.
- Key educational performance, including course completions, are regularly monitored and corrective measures are implemented to ensure set educational performance targets are met.
- Learner success strategies and projects are managed, planned, and executed effectively and efficiently, on time and on budget.
- Learner success data is regularly collected and analysed to inform improvements of learner success and strategies.

5. Operational Leadership

Expected Outcomes

- A positive learner-centric environment supportive of a quality educational experience, with high staff and student engagement is delivered.
- All operations are efficiently planned and resourced to meet strategic objectives.
- Operational systems and campus services operate efficiently to support academic delivery and student experience.
- Resources are allocated in a way that maximises productivity and operational performance.
- Opportunities to improve service delivery models, systems and processes are actively identified.
- Campus operations are managed with a focus on efficiency, financial discipline and continuous improvement.

6. Change Leadership

AIC is at the forefront of the international education sector.

Expected Outcomes

- Priorities for change are identified and strategies initiated, to meet AIC's changing environment.
- AIC is agile, future-focused, and able to thrive in a changing environment.
- A climate is fostered that encourages innovative approaches to implementing AIC's strategy.
- Leadership is developed at all levels within AIC, and succession plans are in place.

7. Organisational Resilience

AIC is sustainable and viable.

Expected Outcomes

- Excellence is championed in all aspects of AIC's operations.
- AIC demonstrates strong commercial performance and financial sustainability.
- Operational systems support efficient, scalable campus delivery.
- Productivity and cost effectiveness are actively monitored and improved.
- Performance reporting provides clear insights for executive and Board decision making.
- All growth and other targets identified in AIC's business plans are achieved.
- Regular reporting is provided to the CEO on progress against plans, risks, issues and achievements.
- High quality reports and proposals for development are produced and submitted to the ELT.
- Robust risk management and mitigation processes are put in place and are effectively deployed.
- Best practice management and fiscal management systems and processes are deployed.
- AIC's resources are appropriately allocated to deliver the agreed strategies on a sustainable basis.

8. Te Tiriti o Waitangi

AIC upholds the principles of Te Tiriti o Waitangi.

Expected Outcomes

- AIC upholds the principles of Te Tiriti o Waitangi.
- AIC's commitment to upholding the principles of Te Tiriti o Waitangi is championed.
- Positive engagement with hapū and iwi is supported, to consult and to consider all perspectives, and have meaningful representation from Māori.
- Action plans are developed and implemented which will improve Māori learner outcomes.

- Decisions that affect Māori are tika (right) and follow kawa (protocol).
- Our staff are developed to be biculturally competent.

9. General

- Live AIC values;
- Achieve targets as agreed in your performance goals and objectives;
- Be an active researcher and learner and challenge the status quo;
- Keep yourself well informed on the organisation's vision and strategic goals;
- Maintain and exceed AIC's quality standards;
- Be a responsible and effective team player;
- Participate in AIC's events, including meetings, functions, campus processes, project teams.
- Ensure all practicable steps are taken to ensure own safety and the safety of others in the workplace, on or off campus, and always comply with all Health and Safety legislation, guidelines and policies.
- Support AIC's obligations under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

These role accountabilities should not be considered a complete and exhaustive list and may evolve with business developments, and there may be other duties, relevant to your area of work, that will be required to be performed from time to time.

PERSON SPECIFICATION

The successful applicant will have:

Qualifications

- Relevant tertiary qualification

Experience and Knowledge

- Experience of leading operational functions at a C-Suite level ideally within tertiary education or comparable service-based organisations
- Experience leading operational functions such as campus operations, programme delivery, student services, marketing or business operations
- Experience operating in commercial or private sector environments is highly desirable
- Demonstrated experience improving organisational productivity, operational systems and service delivery
- Experience managing budgets, financial performance and commercial outcomes
- Experience contributing to revenue growth, programme development or market expansion
- Experience reporting to Boards or senior governance bodies
- Understanding of NZQA, regulatory requirements and international student environments (desirable)
- Demonstrated ambition and capability to grow into future executive leadership roles

Skills and Attributes

- Strong commercial and financial acumen, including the ability to manage budgets and improve operational performance
- Ability to identify and implement productivity and process improvement initiatives
- Strong operational leadership capability, with a focus on delivery and execution
- Excellent communicator with the ability to translate strategy into practical operational outcomes
- Comfortable working close to operations and engaging directly with teams to solve problems
- Strategic thinker who is able to contribute to the long-term development of the organization