

POSITION DESCRIPTION

Position:	Professional Development Advisor
Location:	Institute of Directors, Wellington
Reports To:	Delivery Operations Manager
No. of Direct Reports:	Nil
Job Dimension:	Full-time position, permanent

About the Institute of Directors

The Institute of Directors' vision is for a strong, fair and sustainable New Zealand powered by best practice governance.

We believe that good governance has the power to help build a strong, fair and sustainable future for businesses, communities and New Zealand. Our role is to support directors and the governance community by providing the information, tools, and resources and learning opportunities they need to do their roles.

Our values

We are ***bold*** and have the ***courage*** to do the right thing

We embody ***Manaakitanga***

We ***respect*** the value each ***individual*** brings

We embrace ***kaitiakitanga/stewardship***

We are ***learners for life*** and seek to ***share knowledge***

Role purpose

The IoD designs and delivers high quality governance and executive professional development, and provides advisory services to support boards to increase their capability, effectiveness and performance.

Professional Development Advisors are responsible for the efficient and high-quality administration, coordination and delivery of the IoD's governance development and in-house training programme and includes providing on-site support to attendees, personalised governance development advice to members and customers, and ensuring training courses are run to agreed standards, and within budget.

Professional Development Advisors also support the commercial success of the governance development programme by working with marketing to ensure courses are filled and by supporting sales generally.

Key responsibilities

Course planning and delivery

- Ensure all assigned courses are superbly organised and run, with:
 - a) fit for purpose venues and resources
 - b) well briefed and supported facilitators, and
 - c) well informed and supported delegates
- Monitor course fill rates and take action as required such as engaging with marketing to ensure allocated courses are filled
- Arrange all necessary course materials, equipment and support information for allocated courses
- Provide on-site promotion of IoD products and services
- Provide professional development programme advice as appropriate, both remotely and at IoD courses and events
- Implement quality assurance (QA) processes as required to ensure high quality delivery
- Ensure post course evaluations are completed in a reliable and timely manner.
- Contribute to the development of the annual programme of courses
- Ensure allocated course deliveries fall within course budgets to ensure revenue and cost targets are met
- Assist with course promotion as time permits in liaison with the Marketing team
- Recommend to the PDA Team leader any adjustments required to the course calendar for cancellations and additional courses as appropriate
- Consult with Learning Designers regarding course development, evaluation and review
- Ensure all courses are delivered in a safe manner, and in line with the IoD's safety management system and procedures.

Facilitators

- Work closely with facilitators before, during and after courses including the coordination of travel bookings and on site delivery support.
- Support the Delivery Operations Manager and Manager Governance Development in facilitator quality assurance (QA) activities as appropriate
- Collate and feed through facilitator feedback around course content to assigned Learning Designers.

Relationship management

- Liaise with site service providers such as venue management, printers, equipment hire and purchase companies and caterers
- Develop constructive relationships with course facilitators and support them in their delivery role
- Develop constructive relationships with course delegates and support them in their pre- during- and post-training needs
- Liaise with Branch Managers and co-ordinate activities with branch initiatives wherever possible
- Maintain relationships with delegates post course, offering advice around further governance development and governance services as required

- Develop and sustain a close and effective working relationship with all IoD staff, as well as Council Members, IoD Board and Committee Members.

Governance Development & Services teams

- Actively and positively contribute to Governance Development team activities, and have an understanding of Governance Services offerings, including identification of potential business opportunities.

Marketing and Communications

- On-going liaison with Marketing team in relation to course promotions, and proactively identify courses where promotion is needed
- Contribute ideas for IoD publications.

Sales support

- Provide excellent service and accurate information to IoD members and customers via telephone or email when seeking advice about their governance and professional development.
- Work collaboratively with Business Development and Governance Services teams to enhance business relationships and increase training and consulting provision, passing on leads as appropriate.

Webinar/On-line delivery (as required)

- Ensure all webinars and online training are superbly organised and run
- Organise technology for webinars and online training. Brief participants, facilitators, and panel members on online training.

Inhouse Training delivery (as required)

- Support the Business Development team in the development of new In-house Training opportunities
- Ensure all In-house Training is superbly organised and run, with:
 - a) Excellent communication with the client to ensure smooth delivery well briefed and supported facilitators, and
 - b) well informed and supported clients and delegates
- Arrange all necessary course materials, equipment and support information for allocated In-House training deliveries.
- Implement quality assurance (QA) processes as required to ensure high quality delivery
- Ensure post In-house Training evaluations are completed in a reliable and timely manner.

General

- Provide the highest level of customer service, both internally and externally, and promote the IoD at the highest level of professionalism
- Maintain a working knowledge of IoD products and services, including but not limited to governance development products, governance services and IoD membership support provision
- Undertake such other activities as are required by the Delivery Operations Manager to carry out the functions of the position

- Contribute to a healthy and safe work environment and act in line with all health, safety and wellbeing policies and procedures
- Works positively, collaboratively and collectively as part of one strong IoD team.

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

Key Relationships

Internal:	External:
<ul style="list-style-type: none"> • Other PDAs • Delivery, Learning and Governance Services team • Manager Governance Development • Finance Assistant • Head of Business Development • Marketing team • Network Manager Branches and Branch Managers • Membership & CMA team 	<ul style="list-style-type: none"> • Facilitators, re course delivery • Course attendees and delegates • IoD members, customers & clients • Suppliers & contractors • Site, printing, technology and catering providers and other contractors as required • Venues for venue management • Potential clients for business development • Suppliers

Authority

The PDA has the authority to make decisions and carry out actions in relation to the responsibilities and deliverables of the position consistent with budget approvals and in consultation with the Delivery Operations Manager.

Travel

The PDA role requires significant national travel which includes working outside standard business hours, including weekends.

Person Specification

Qualifications

- Appropriate tertiary level qualification or a minimum of three years' experience in events, education, or other relevant field

Technical skills, knowledge and experience

- Excellent communication skills for diverse and professional audiences
- Marketing/sales and customer service skills and experience
- Sound negotiating and influencing skills
- Experience working in a professional/corporate service environment
- High level computing skills including PowerPoint, word processing, spread sheeting and database management

- Understanding of budget setting, reporting and managing to a budget
- Three to five years' experience in the administration and coordination of training programmes (desirable)
- Knowledge of up-to-date training techniques and relevant technology (desirable)
- Experience with and understanding of corporate governance issues (desirable)
- Expertise in establishing enduring relationships with business partners including negotiating contracts
- Experience developing professional relationships with key stakeholders

Personal characteristics

- A passion and commitment to excellence and high standards
- Strong interpersonal skills, including presentation skills
- Ability to manage own workload, prioritise and work autonomously
- Excellent time and organisational management to handle conflicting demands
- Ability to be proactive and use initiative to anticipate and respond to upcoming issues/tasks or problem solving without waiting to be asked
- Willing to work flexible hours on a regular basis, and enjoys significant national travel
- Produce high quality work ensuring attention to detail
- A friendly and approachable personality
- Professional work ethics (honesty and integrity)

Key competencies

Competency	Successful Behaviours and Outcomes:
Service orientation:	<ul style="list-style-type: none"> • A passion for excellence and high standards • Is open to new ideas and suggestions and willing to "give things a go" • Focuses on continuous improvement of quality service.
Teamwork:	<ul style="list-style-type: none"> • Active participant in team activities • Supports other team members to achieve their goals • Is a collaborative, positive team member.
Planning & organising:	<ul style="list-style-type: none"> • Effectively plans and organises own workload • Demonstrates a strong eye for detail, while keeping overall goals at top of mind • Efficiently manages own time and priorities in order to complete tasks or projects within agreed timeframes.
Communication:	<ul style="list-style-type: none"> • Demonstrates effective verbal communication skills for individual, group and public speaking situations, using a diplomatic and tactful manner • Written communication has clarity, fluency, impact and conciseness

Competency	Successful Behaviours and Outcomes:
	<ul style="list-style-type: none"> • Utilises the most appropriate communication medium to deliver critical information at the right level for the target audience. • Ensures that the appropriate people are kept informed and are supplied with relevant information in order to effectively carry out their jobs.
Relationship management:	<ul style="list-style-type: none"> • Displays strong interpersonal skills and the ability to relate well to people at all levels • Proactively builds and maintains constructive working relationships with key internal and external stakeholders. • Works alongside others, sharing information, ideas, insights and expertise to ensure positive outcomes • Uses diplomacy and tact; can diffuse tense situations. • Builds and maintains good long-term customer relationships and monitors customer satisfaction. • Takes every opportunity to promote the benefits and rationale of the IoD's suite of products and services
Business development:	<ul style="list-style-type: none"> • Plans and develops successful ways of extending existing products and services, while divesting the organisation of unnecessary services or activities • Balances improvement activity with current business activity, in order to achieve optimum results. • Works to proactively develop options and solutions to issues and barriers - is solution focused wherever possible.
Customer focus:	<ul style="list-style-type: none"> • Takes action in response to customer enquiries, requests or complaints • Focuses on quality service and monitors customer satisfaction • Builds and maintains good long-term customer relationships • Shows sensitivity and understanding towards customer needs and expectations.
Results orientation:	<ul style="list-style-type: none"> • Takes full responsibility for making things happen within own area of control and plans and achieves required results without prompting • Prioritises work according to the IoD's needs and manages conflicting priorities • Manages time and resources effectively in order to achieve objectives by agreed deadlines • Plans resource requirements and requests additional resources where anticipated.
Analysis & decision making:	<ul style="list-style-type: none"> • Demonstrates good analytical skills and the ability to apply a logical rationalisation of data and information • Thoroughly investigates issues, identifies core issues, develops

Competency	Successful Behaviours and Outcomes:
	<p>logical conclusions and makes appropriate recommendations</p> <ul style="list-style-type: none"> • Reaches well-reasoned decisions, supported by thorough research.
Influencing	<ul style="list-style-type: none"> • Negotiates objectives and clarifies contributions and expectations from other parties • Presents ideas and messages by using rational arguments and pinpointing benefits to other parties • Professionally represents the IoD's position in public and influences favourable outcomes for the Institute.