

## **POSITION DESCRIPTION**

### **Operations and Delivery Manager, MBA and Executive Education**

<b>Reports to:</b>	Associate Dean Regional Engagement and Development
<b>Division:</b>	Division of Management
<b>Tenure:</b>	Permanent
<b>Location:</b>	Hamilton
<b>Date:</b>	26 June 2025

#### **Vision**

Ko te tangata

A research-intensive university providing a globally connected, innovative and inclusive student experience in an environment characterised by a commitment to diversity, respect for Indigenous knowledge, and high levels of community engagement.

#### **Values**

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:

- Tū ngātahi me te Māori
- Mahi pono
- Whakanui i ngā huarahi hou
- Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:

- Partnership with Māori
- Acting with integrity
- Celebrating diversity
- Promoting creativity

## **1. GENERAL**

The Division of Management (known externally as the Waikato Management School, WMS) offers qualifications at the undergraduate, postgraduate and doctoral levels and is one of five Divisions at the University of Waikato. The Division has distinguished itself among New Zealand business schools by the relevance and the rigor of its education and its research. It is a member of an elite group of global business schools that have earned Triple Crown status – an international acknowledgement of excellence in business education.

## **2. POSITION PURPOSE**

The Operations and Delivery Manager, MBA and Executive Education is responsible for ensuring the seamless and high-quality operational delivery of all MBA and Executive Education programmes at Waikato Management School (WMS). This role plays a pivotal leadership function in translating strategy into action through oversight of logistics, scheduling, resourcing, programme delivery, and continuous improvement.

The Operations and Delivery Manager works closely with the Director MBA, Business Development Manager, and Coordinator, MBA and Executive Education to deliver programmes that meet the highest standards of participant experience, academic quality, and operational efficiency. They lead the implementation of operational systems, manage internal resources, and serve as the point of contact for delivery excellence.

## **3. FUNCTIONAL RELATIONSHIPS**

The Operations and Delivery Manager, MBA and Executive Education reports to the Associate Dean Regional Engagement and Development.

### **Internal:**

- Director MBA
- Business Development Manager
- Business Engagement Manager
- Coordinator, MBA and Executive Education
- Executive Head of Schools
- Director of Digital Innovation and Strategy
- Academic and professional staff supporting MBA and Executive Education programmes
- Divisional Managers (Programmes and Accreditation, and Students)
- Business Planning and Insights Manager
- Engagement and Marketing teams
- Student Centre, ITS, Finance and other central service teams
- Current students

### **External:**

- Prospective and past students
- Executive Education clients and participants
- Guest speakers, employers, facilitators, and industry partners

## **4. KEY RESPONSIBILITIES**

### **Programme Operations and Delivery Excellence**

- Lead the planning, coordination, and execution of all MBA and Executive Education offerings across WMS, including domestic and international cohorts.
- Manage timetabling, venue bookings, academic calendars, and session logistics through direct oversight of the Coordinator, MBA and Executive Education and collaboration with WMS support teams.
- Lead the operational management of the MBA study tour and key programme events, ensuring seamless delivery and stakeholder engagement.
- Ensure facilitators and teaching staff are fully briefed, resourced, and supported in their delivery roles.
- Monitor and uphold quality assurance standards in programme delivery, including session evaluations, feedback loops, and follow-up actions.

### **Continuous Improvement and Service Design**

- Implement systems, processes, and tools to streamline the end-to-end programme lifecycle and enhance operational efficiency.
- Lead continuous improvement initiatives based on feedback from participants, facilitators, and internal stakeholders.
- Work collaboratively with Programmes and Accreditation, Management Student Centre, and central university teams to ensure alignment with regulatory, accreditation, and service standards.

### **Relationship Management and Stakeholder Coordination**

- Coordinate internal and external stakeholders involved in programme delivery, including facilitators, faculty, professional staff, vendors, and support services.
- Serve as the primary liaison for facilitators and delivery partners on operational matters, ensuring clarity and consistency.
- Support cross-functional alignment with Marketing, International, Finance, and Academic Office teams to ensure smooth execution of strategic initiatives.

### **Digital Tools and Learning Environments Related to MBA and Executive Education**

- Working with the Director of Digital Innovation and Strategy, ensure the effective use and development of learning management systems (e.g. Moodle), participant portals, and other digital tools supporting programme delivery specific to MBA and Executive Education.
- Ensure participant-facing resources and communications are timely, clear, and consistent with the WMS brand.
- Collaborate with ITS and digital learning support teams to resolve technical issues and explore innovation in delivery platforms.

### **Financial and Resource Management**

- Own the operational delivery budget for the MBA and Executive Education, including procurement and cost control, to ensure efficient and compliant use of resources.
- Monitor expenditure, make real-time adjustments, and drive cost-saving initiatives without compromising quality.
- Ensure external providers, facilitators, and venues are contracted appropriately and within University guidelines.

### **Management of Staff**

- Provide line management to the Coordinator, MBA and Executive Education including oversight of their daily workload and task prioritisation, administration of sick and annual leave, staff development and training, salary review recommendations, Objectives, Development and Reflection (ODR), assisting with recruitment and assisting in disciplinary matters, disputes and conflict resolution as required.

### **Market Engagement and Student Recruitment**

- Support the Business Development Manager and Marketing team on strategic messaging, audience segmentation, and opportunity targeting.
- Optimise recruitment initiatives by analysing learner personas, motivation profiles, and price sensitivity.
- Drive innovation for the MBA and Executive Education by connecting data, information, people, and ideas.
- Contribute to relevant professional, government, and industry networks including AMBA.
- Manage the end-to-end recruitment cycle for prospective MBA students, from initial enquiry through to enrolment, ensuring a seamless and engaging experience.
- Lead one-on-one information sessions and interviews with prospective MBA students to provide personalised guidance and promote programme benefits.

### **Team Contribution**

- Work effectively as a member of the Regional Engagement and Development team to support other team members and provide support and/or coverage of functions.
- Work collaboratively to encourage transparency across activities, open sharing of knowledge, and the building of positive relationships to support a high-performance culture.
- Work with other team members on projects.
- Support a positive culture and morale.

### **Health and Safety**

- Maintain a safe and inclusive environment for staff and students
- Comply with University policies and contribute to wellbeing initiatives

**NOTE:** Staff have an annual Objectives, Development and Reflection (ODR) meeting with their manager.

## **5. PERFORMANCE STANDARDS**

The Operations and Delivery Manager, MBA and Executive Education will be performing satisfactorily when:

- All programmes are delivered on time, within budget, and to a high standard of participant satisfaction (target: 90%+).
- Systems and processes are actively managed and improved to support seamless delivery.
- Operational risks are identified and mitigated proactively.
- Internal stakeholders report high confidence in delivery coordination and communication.
- Facilitators and session leaders receive timely and effective operational support.
- LMS and participant platforms function effectively and support an excellent user experience.

## PERSON SPECIFICATION

### EDUCATIONAL QUALIFICATIONS

#### Essential:

- A bachelor's degree in a relevant field, or significant relevant experience in customer centric programme design and evaluation.

#### Preferred:

- A postgraduate qualification in business, education or strategy.
- Credentials in project evaluation or impact measurement.

### SKILLS, KNOWLEDGE and EXPERIENCE

#### Essential:

- At least 5 years of relevant experience.
- Experience with impact assessments and continuous improvement cycles
- Strong report writing and stakeholder engagement skills.
- Experience working with adult learners or executive-level clients
- High proficiency in Microsoft 365, AI and digital collaboration tools
- Excellent written and oral communication skills
- Strong attention to detail and time management
- Experience supporting high-value, client-facing programmes

#### Preferred:

- Familiarity with WMS programme portfolio and Triple Crown accreditation standards.
- Proficiency with using analytical and data visualisation tools (e.g., Power BI, Excel).
- Knowledge of student lifecycle analytics and CRM optimisation.
- Familiarity with university systems (e.g., Moodle, student management systems, Microsoft Dynamics)
- Te reo Māori (basic proficiency or willingness to learn)

### PERSONAL QUALITIES

- Consultative, inclusive and adaptable to successfully engage with a diverse range of stakeholders and at all levels of the organisation
- A demonstrated commitment to challenge the status-quo and drive continuous improvements
- Strong technical ability with systems and processes
- Collaborative team player that develops positive working relationships with colleagues and stakeholders/users
- Ability to monitor multiple tasks, prioritise and maintain progress
- An owner mindset, taking accountability and proactive ownership to deliver results
- Commitment to diversity principles and the University's partnership with Māori as intended by the Treaty of Waitangi

**Note:** This Position Description may be updated periodically to reflect evolving strategic priorities. Annual goals will be agreed through the Objectives, Development and Reflection (ODR) process.