

Learning and Capability Lead – Job Description

English Language Partners New Zealand

Who we are: English Language Partners New Zealand (ELPNZ) is a national not-for-profit organisation working with former refugees and migrants and operates in 21 locations throughout the country. We deliver English language tuition and settlement support to adults through a range of services. We are a NZQA Category 1 provider, and our activities are primarily funded by the Tertiary Education Commission. Our national office is in Wellington.

Our vision: Former refugees and migrants settle well and succeed in Aotearoa New Zealand.

Our purpose: We help people learn English to settle, work and succeed.

Our values:



Learning Support and Development Lead

Why I'm here: This role supports the design, development, and delivery of innovative and inclusive English language programmes for both in-person and online delivery. As a recognised expert in programme design, online learning, accessibility and teaching practice, it strengthens centre capability through training and development, evaluates emerging approaches, technologies and resources, and recommends improvements to the Senior Teaching and Learning Manager.

Reporting to: Senior Teaching and Learning Manager (STLM)

My team:

I am a member of the Teaching and Learning Team which is led by the Head of Teaching and Learning.

This role has no direct reports. It provides operational management of the Online National Programme Coordinator, whose People Manager is the Senior Teaching and Learning Manager.

Location:

National Office

Working with:

National Office Teaching and Learning Team; National Office staff, Delivery staff, including Centre Staff and Teachers, and the Online National Programme Coordinator; and external stakeholders.

Last Review:

August 2026

KEY ACCOUNTABILITIES	KEY DELIVERABLES
1. Programme Design and Development <i>Designs, improves, and scales programmes that are evidence-based, learner-centered and easy for centres to deliver.</i>	• Design, develop, and review ELPNZ programmes within agreed strategic priorities. • Identify opportunities for programme improvement. • Pilot and iterate improvements using centre feedback and learner evidence. • Research and develop new learning tools and resources. •
2. Support of Teachers and Centre Staff <i>Provides timely, practical programme support and spreads good practice across centres.</i>	• Provide ongoing programme support and advice. • Facilitate the sharing of teaching resources. • Facilitate feedback to inform programme improvement.
3. Training and Development <i>Supports a coherent, accessible professional development offering that grows capability.</i>	• Design and provide programme-related professional development training. • Plan and deliver orientations for new teachers and coordinators. • Schedule regular sessions and keep materials current and easy to find.
4. Online learning <i>Support online learning to ensure consistency and</i>	• Lead the design and review of online programmes and identify opportunities to improve our online delivery options.

KEY ACCOUNTABILITIES	KEY DELIVERABLES
<i>high quality.</i>	• Provide support for online delivery at the centres, for example programme delivery, curriculum development, assessment tools and other technical aspects of the delivery. •
5. Technical leadership of National Online Programme coordinator <i>Directs the Online National Programme Coordinator (ONPC) as it relates to the National Online delivery.</i>	• Provide subject matter expertise and advice to ONPC • Reviews quality of outputs and gives technical feedback and coaching through regular catchups. • Contributes feedback to the annual appraisal process (people manager owned). • Escalates unresolved workload, performance issues or priority conflicts to the STLM.
6. Projects and Plans <i>Delivers agreed programme projects and maintains a clear plan with the STLM.</i>	• Develop and implement an ongoing programmes projects plan with the STML. • Deliver agreed pieces of wider plans (e.g., Learner Success Plan) as requested by the STLM. • Partner on other projects when required to ensure programme needs are represented as requested by the STLM.
7. Learning support and Accessibility <i>Improves access and outcomes by embedding simple, inclusive practices.</i>	• Support accessibility strategies to address any inequities in learner enrolments, outcomes and support. • Develop tools, resources and staff capability to implement learning support initiatives and ensure principles of universal design are embedded in teaching and learning practices.
8. Evaluative Self-Assessment <i>Staff are supported to demonstrate the centre's strengths and plans for improvement.</i>	• Contribute to a culture of innovation and continuous improvement. • Provide information for, and participate in, ongoing organisational development and improvement ensuring our systems and processes are fit for purpose. • Moderate programmes, conduct ongoing feedback and reviews, perform annual reviews, and participate in External Evaluation and Review (EER) processes.
9. Professional Standards <i>Contributes to their own professional development and undertakes</i>	• Participate in any relevant training or coaching (e.g. inductions) relevant to the role.

KEY ACCOUNTABILITIES	KEY DELIVERABLES
<i>additional duties as required and delegated by the STLM to meet the priorities and needs of the business.</i>	• Maintain personal professional standards through professional development (where relevant and agreed). • Attend and contribute at staff meetings, planning days, National Office Quality Standards Review, team meetings and other meetings as required. • Build strong and collaborative interdepartmental relationships with the national office teams. • Any other projects and initiatives as agreed that arise appropriate to your role and experience • Observe ELPNZ Guiding Principles, Code of Conduct, policies, and procedures.
10. Health, Safety & Wellbeing <i>Carry out duties in a safe manner. Speak up if something isn't right.</i>	• Take reasonable care for your own health and safety and ensure that your actions don't cause harm to yourself or others. • Comply with any reasonable instructions, policies, or procedures on how to work in a safe and healthy way. • Report any hazards, accidents, substandard conditions, concerns or near misses. • Comply with emergency procedures and actively participate in drills. • Participate in any incident review or investigation as appropriate. • Actively participate in all health and safety training provided.

The qualities, skills and experience I need

Knowledge, technical skills, and experience:

Essential skills and experience:

- A tertiary English Language teaching (ELT) qualification at level 5 or above (e.g. CELTA, DELTA, Trinity).
- Bachelor's degree or equivalent level of knowledge.
- Minimum 6 years English language teaching experience with adults.
- Excellent oral and written communication skills.
- Programme management/curriculum development experience or education management experience.
- Knowledge of accessibility and inclusive education, including practical application of Universal Design for Learning (UDL) principles.

- Experience in supporting and influencing teaching staff through professional development, mentoring, and resource creation.
- Proven experience in the use of Learning Management Systems (LMS) and knowledge of a range of digital learning tools.
- Staff training experience particularly in supporting effective online learning. Experience providing informed practical advice to teaching staff on the design, delivery and assessment of online learning.
- Strong organisational and project management skills, with the ability to manage competing priorities in a national role.
- Ability to develop relationships with ethnic communities, community organisations, support agencies.
- Highly competent IT user (Office 365 and Sharepoint).

Personal qualities

- Cultural competence with sensitivity and empathy.
- Honesty and integrity.
- Ability to work under pressure, independently and as part of a team.
- Flexibility and adaptability.
- Organised, and attentive to detail.
- Effective and efficient worker (timely); meets deadlines.
- Positive approach to problem solving.
- Commitment to Te Tiriti o Waitangi and knowledge about how it applies to people from a refugee and migrant background settling in Aotearoa New Zealand.