

English Language Partners New Zealand

Who we are:

English Language Partners New Zealand (ELPNZ) is a national not-for-profit organisation working with adult learners from refugee and migrant background. Operating in 21 locations throughout the country, we deliver English language training and practical support to help people to settle, gain work and go onto further study. We are a NZQA Category 1 provider, and our activities are primarily funded by the Tertiary Education Commission, Ministry of Social Development and philanthropic funding. Our national office is in Wellington.

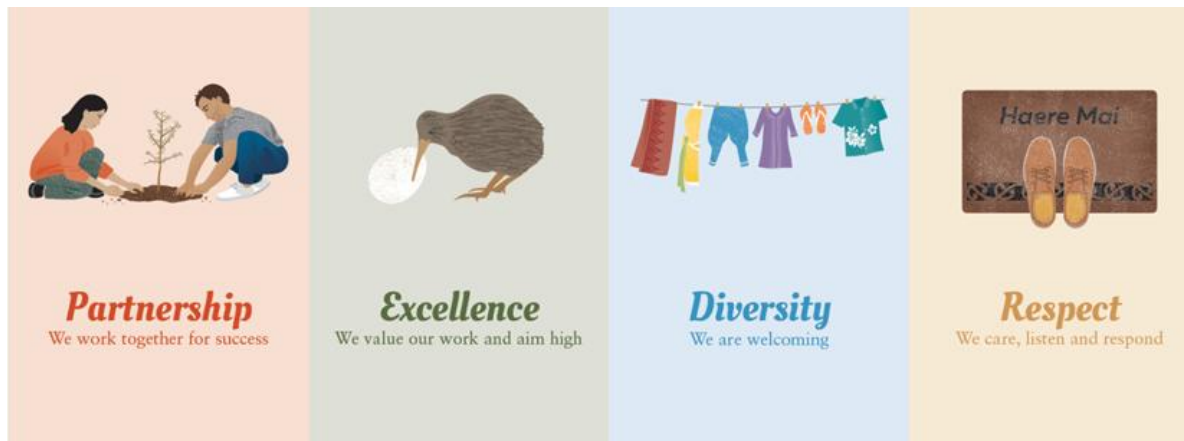
Our vision:

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

Our purpose:

We teach English and support people to settle, work and succeed.

Our values:



Work Broker

Why I'm here:

To build strong, values-based partnerships with employers and industries to create meaningful job opportunities, supporting job seekers into permanent employment, and providing ongoing post-placement support so employment is sustained.

This role helps people move toward independence, stability and belonging, by working alongside job seekers to develop work readiness, overcome barriers to employment and build confidence.

The role contributes to achieving contracted employment outcomes, including MSD targets for sustainable work placements, while making a positive difference for clients, employers and local communities through inclusive and successful employment transitions.

Reporting to: Senior Work Broker

My team: National Employment Manager, other Work Brokers around the country, Pathways to Employment team and the regional ELP team.

Location: Regional Centres

Working with: Job seekers, Employers, Centre Managers & Staff, Teachers and National Office,

Last Reviewed October 2026

KEY ACCOUNTABILITIES	KEY DELIVERABLES
1. Promotion, registration and initial assessment <i>Raising awareness of the service and supporting eligible job seekers to enrol and develop a clear pathway toward work.</i>	• Actively promote the service to generate enrolments, including through engaging with refugee background communities and the settlement sector • Respond to enquiries and screen for eligibility • Register eligible job seekers • Facilitate a client referral from MSD • Establish a joint individual pathway plan for training and work seeking
2. Engage with the local settlement sector <i>Building strong relationships across the settlement network</i>	• Build relationships with the settlement provider to facilitate referrals • Develop networks and engagement within the sector
3. Initial Assessment <i>Understanding job seekers' skills, goals and barriers to inform an individualised employment pathway.</i>	• Undertake initial assessment with the job seeker and develop an individualised plan. • Where a fuller language assessment is required, the work broker will liaise with a teacher to undertake this

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4. Connection with training <i>Liaising with other Centre staff to establish appropriate training support</i>	• Works collaboratively with internal teams to ensure that the job seeker gets the appropriate training in English language, employment training and courses for work readiness e.g. drivers licensing • Works collaboratively with external training providers and agencies to connect clients with work readiness training and other supports aligned to their individual pathway plan. • Actively support job seekers into appropriate training programmes – including access funding support through ELP or MSD • Supports developing job seekers to access ELP run orientation sessions
5. Engaging with employers <i>Building strong employer networks in the community in order to identify employment opportunities</i>	• Establishes relationships with the employers in the region both by liaising with the Centre's current business networks and seeking out new businesses through cold calling • Identifies appropriate vacancies in the employment market and matches clients based on their skills, experience and language level • Provides advocacy to employers, addressing concerns and supporting inclusive recruitment and onboarding
6. Seeking work <i>Supports job seekers to find permanent full time employment opportunities</i>	• Provides ongoing advice to job seekers to support realistic job choices, understanding of local labour markets, industry expectations and workplace culture. • Facilitates appropriate pre-work experience opportunities to build confidence, workplace familiarity and employer references • Supports the client with job search strategies, identifying vacancies and navigating recruitment process • Provides practical support with CV development, tailoring applications and completing online and employer specific applications • Provides interview coaching, including mock interviews, explanation of employer expectations and language support

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7. Gaining employment and ongoing support <i>Support through the paperwork, work start issues and ongoing support</i>	• Provides support to understand job offers, employment agreements, pay, hours, conditions and essential employment law • Provides practical support prior to starting work including transport, childcare, advice and first-day expectations • Provides structured post-placement support for up to six months, including regular check-ins to support retention • Works with the employer ongoing in-work and industry specific English language support to sustain employment and enable progression • Facilitate into work funding support from Work and Income where appropriate • Support the transition off a work and income benefit
8. Reporting, data tracking and programme improvement <i>Managing client information, outcome data and reporting to support MSD contract requirements, internal performance targets, and the ongoing development of the programme.</i>	• Maintains accurate and up-to-date job seeker records, case notes and outcome information in required systems. • Collects and records data on job seeker progress, employment outcomes and post-placement support to meet MSD contract and reporting requirements. • Completes routine and ad-hoc reporting to support MSD accountability and internal monitoring of programme performance and targets. • Tracks progress against individual and programme-level targets, flagging risks, delays or issues to the National Employment Manager as required. • Works with the team to identify trends, gaps or recurring issues in delivery and outcomes. • Contributes ideas and feedback to improve systems, processes, tools and ways of working as the programme continues to develop and mature. • Supports a culture of continuous improvement, learning and innovation within a new and evolving service unit.

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9. Professional Standards <i>Contribute to your professional development and undertake additional duties as required and delegated by your manager, to meet the priorities and needs of the business.</i>	• Participates in any relevant training or coaching (e.g. inductions) relevant to the role. • Maintains personal professional standards through professional development (where relevant and agreed). • Participates in ongoing evaluative self-assessment and contribute to a culture of innovation and continuous improvement. Provide information for the ESA team as requested. • Attends and contributes at staff meetings, planning days, National Office Quality Standards Review, team meetings and other meetings as required. • Builds 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 • Observes ELPNZ Guiding Principles, Code of Conduct, policies, and procedures.
10. Health, Safety & Wellbeing <i>Demonstrating organisational leadership of health and safety.</i> <i>Supporting managers and workers to promote an effective health and safety environment and culture.</i>	• Leads by example in health and safety culture and leadership. • Takes reasonable care for your own health and safety and ensure that your actions don't cause harm to yourself or others. • Complies with any reasonable instructions, policies, or procedures on how to work in a safe and healthy way. • Reports any hazards, accidents, substandard conditions, concerns or near misses. • Complies with emergency procedures and actively participate in drills. • Participates in any incident review or investigation as appropriate. • Actively participates in all health and safety training provided.

The qualities, skills and experience I need.

Essential skills and experience:

- Sales experience and experience with cold calling
- A good understanding/experience in HR, recruitment or career support services with an in-depth knowledge of the labour market in local area and NZ and current job application processes and practices.
- Lived experience or an understanding of employment barriers facing job seekers with refugee backgrounds.
- Experience building and maintaining employer and industry relationships

- Strong understanding of labour market dynamics and barriers to employment
- Experience working with diverse communities, including refugee or migrant populations (or transferable experience). Existing relationships with local refugee background communities and/or settlement sector is desirable but not essential
- A strong commitment to Te Reo and Tikanga Māori, ensuring alignment with the principles of the Treaty of Waitangi.
- Proven administration experience with strong time management, organisational and event management skills.
- Competent IT user – MS Office Suite, plus confidence in using online meeting tools such as Teams.
- Familiarity with the use of AI for developing CV's etc.
- A full driver's licence is essential

Personal Qualities

- Positive and Inspiring: Brings enthusiasm and a can-do attitude to their work, motivating and empowering others to perform at their best, even in challenging situations. Is outgoing and goes the extra mile
- Committed people person – able to engage with a range of people from employers to community groups
- Passionate about making a difference in the community
- Resilient and Organised: Excels at managing a high workload and juggling complex tasks maintaining focus and effectiveness in a dynamic and fast-paced environment.
- Outcome-focused: Strong drive to achieve measurable impact and solve problems
- Strategic and practical: Able to think long-term while delivering day-to-day execution
- Culturally responsive: Demonstrates respect for diverse communities and commitment to equity
- Collaborative Mindset: Builds strong, trust-based relationships with internal teams and external stakeholders, working effectively across diverse groups to achieve shared objectives.
- Innovative and Goal-Oriented: Creative and open to exploring new ideas, approaches, and technologies to achieve organisational goals and continuously improve outcomes.