

Whakaaturanga Mahi – Job description

Job details	
Job title:	Experience Delivery Manager
Reports to:	Chief Experience and Engagement Officer
Direct reports:	4.0 FTE
Role:	1.0 FTE
Key relationships:	
<i>Internal:</i>	<ul style="list-style-type: none"> People & Capability Executive Leadership Team People Leaders Communications IT teams Employees across all functions
<i>External:</i>	<ul style="list-style-type: none"> Engagement survey partners Wellbeing vendors Learning and culture providers
Location:	Palmerston North

Ko wai mātou – Who we are

Enable New Zealand is the leading supplier of disability equipment, information, advice and modification services in Aotearoa.

Our mission is to support disabled people and their whānau to live everyday lives in their communities. We do this by effectively managing access to equipment and modifications for those living with disability, and their whānau on behalf of Disability Support Services (DSS) | Ministry of Social Development (**MSD**) and the Accident Compensation Corporation (**ACC**).

He aha ngā painga ki a mātou – What matters to us most

At Enable New Zealand (**Enable**), we care about making a difference to disabled people and working together as a team.

He aha te mahi – Role purpose

This role provides effective leadership to teams that deliver high-quality customer experience outcomes for both internal and external customers.

It holds strategic oversight for Organisational Development (OD), ensuring the organisation has the capability, culture, and systems required to achieve its goals. This role aligns OD strategies with customer and employee experience priorities, reinforcing the connection between a strong internal culture and high-quality service delivery.

A core component of this role is the strategic development and governance of Enable New Zealand’s Voice of the Customer (VoC) approach, ensuring that customer insights are not only collected but translated into meaningful organisational intelligence. This involves setting the long-term vision for how customer feedback informs decision-making, designing an enterprise-wide VoC framework, and aligning insight-gathering practices with Enable New Zealand’s strategic priorities.

Ngā mahi haepapa – Role responsibilities

Key objectives	Responsibilities
Customer Experience Leadership	<ul style="list-style-type: none"> • Ensure Customer Experience (CX) is a key feature of Enable New Zealand. • Lead the Customer Experience function to deliver consistent, measurable service excellence across digital and face to face channels. • Define and embed customer journeys, service standards, and service recovery protocols. • Establish and monitor key metrics, reporting insights and improvement plans. • Champion voice-of-customer (VoC) practices, including feedback loops, complaint insights, and root-cause analysis. • Partner with operational leaders to lift service performance, reduce friction, and increase first-contact resolution. • Ensure customer experience considerations are integrated into policy, process, systems design and change initiatives. • Drive digital experience improvements in partnership with IT/Transformation (e.g., knowledge bases, portals, automation, accessibility).
Employee Experience (Organisation Development)	<ul style="list-style-type: none"> • Lead organisational development initiatives that strengthen culture, leadership capability, and organisational effectiveness including leading engagement surveys. • Design and deliver OD frameworks, tools, and programmes that build workforce capability and support strategic priorities. • Partner with leaders to diagnose organisational needs and co-design solutions that improve team performance and ways of working. • Use data, insights, and engagement feedback to inform OD priorities and measure the impact of interventions. • Facilitate workshops, leadership sessions, and development activities that enhance capability and team cohesion. • Ensure internal service delivery functions such as communications and change support are frictionless and people-centred.
Change Leadership and Readiness	<ul style="list-style-type: none"> • Provide change leadership, frameworks, and coaching to lift organisational change capability.

Supporting disabled people and their whānau to live everyday lives in their communities

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	<ul style="list-style-type: none"> • Work in conjunction with People and Capability to ensure people impacts are assessed and addressed through robust change plans. • Track feedback for major change initiatives. • Promote a continuous improvement mindset and agile ways of working where appropriate. • Lead the Change Champion Network to deliver effective and efficient outcomes.
<p>People Leadership</p>	<ul style="list-style-type: none"> • Lead, coach, and develop a high-performing team with clear goals and development plans. • Foster an inclusive, psychologically safe culture that supports innovation and accountability. • Manage resource allocation, workforce planning, and succession within the team. • Oversee the development and maintenance of people-focused standard operating procedures.
<p>Cultural Competency</p>	<ul style="list-style-type: none"> • Develop and lead the organisation’s cultural competency framework and plans, ensuring alignment with Te Tiriti o Waitangi and diverse workforce needs. • Design and implement capability-building initiatives (learning, tools, resources) that strengthen cultural safety, inclusion, and culturally responsive practice across the organisation. • Partner with Māori, Pacific, and other cultural stakeholders to ensure approaches are authentic, respectful, and tikanga-aligned. • Provide expert advice and coaching to leaders to embed cultural competence into everyday practice, leadership, and employee experience systems.
<p>Stakeholder Management</p>	<ul style="list-style-type: none"> • Build trusted partnerships with the Executive Leadership Team, People and Capability, Operations, Finance, and IT teams. • Engage effectively with the organisation on change and culture matters.
<p>Health, Safety, and Wellbeing. Apply HSW knowledge and skills to all work practices to ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation</p>	<ul style="list-style-type: none"> • Is familiar with all policies and procedures as they affect the work environment. • Ensure that safe working procedures are practised, and no person is endangered through action or inaction. • Is aware of and can identify hazards and take action, accordingly, including preventing or minimising the adverse effects of hazards. • Ensure that all incidents, including near misses, are reported within the required timeframe using Enable New Zealand’s incident reporting system. Actively participate in Enable New Zealand’s health and safety programmes, through input into meetings and feedback through committee structures.

Key objectives	Responsibilities
Te Tiriti o Waitangi - Treaty of Waitangi and Equity	<ul style="list-style-type: none"> Apply knowledge of Te Tiriti o Waitangi and its application in Health to all work practices. Attend appropriate Te Tiriti o Waitangi education sessions.

Ngā āheitanga matua – Key Competencies

Competencies are the skills, knowledge, and attributes required to be fully competent in this position. There will be a programme available for appointees to meet competencies where a need for continued development is identified. For the purposes of selection, essential competencies have been identified, and decisions will be made based on the ability of applicants to meet these:

Qualifications and Experience

Essential

- 8+ years in senior roles across Customer Experience, Organisational Development, HR/People & Capability, or Transformation.
- Proven experience leading multi-disciplinary teams and delivering measurable service/culture improvements.
- Demonstrated success designing and implementing OD and leadership development initiatives.
- Strong change leadership capability
- Advanced stakeholder management and influence at senior levels.

Desirable

- Bachelor’s or Master’s in HR/OD, Business, Psychology, or related field.
- Experience within the disability and/or health sector.
- Experience in journey mapping, setting metrics and conducting root cause analysis

Skills and Attributes

- Ability to connects culture, capability, and customer experience outcomes to organisational strategy.
- Able to translate insights into action and builds simple, transparent dashboard that tell a story .
- Ability to coach and empower leaders on key people functions.
- Ability to work across functions and build alignment and momentum.
- Be focused on continuous improvement and have a problem-solving mindset.

Physical Attributes

Under the Human Rights Act 1993 discrimination based on disability is unlawful. Enable New Zealand Limited will make all reasonable efforts to provide a safe and healthy workplace for all, including persons with disability. Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, enquiry should be made whether it would be possible to accommodate a particular issue by obtaining advice from the appropriate people leader.

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