



Electrotechnology, Information Technology, and Creative

Industry Skills Board

Position Description

Position title:	Engagement Manager
Group:	Electrotechnology, Information Technology, and Creative Industry Skills Board
Reports to:	Manager Strategy & Engagement
Location	Wellington (preferred) but will consider remote candidate.
Position type:	Permanent Full-time

About the Industry Skills Boards (ISB)

Industry Skills Boards have been under the Educational Training Act 2020 as part of the next phase of vocational education reform. ISBs provide sector leadership by ensuring vocational education is shaped by industry and responsive to changing skill needs.

We work in partnership with employers, iwi, hapū, learners, providers, and government agencies to:

- identify emerging and future workforce capability needs
- develop and maintain qualifications, standards, and vocational pathways
- provide strategic industry advice to support a strong, sustainable training system
- ensure training products and assessment approaches reflect industry expectations
- support equitable outcomes for learners, including Māori, Pacific peoples, and other priority groups

ISBs play a crucial role in building a skilled, adaptable, and productive workforce, supporting industries to innovate and grow, and ensuring learners have clear, supported pathways to meaningful careers.

More information about **the Electrotechnology, Information Technology, and Creative Industry Skills Board (ETITC ISB)** can be found **here:** www.etitc.isb.nz

Diversity and Inclusion

We are a workplace that values and respects diverse and inclusive thinking, people, and behaviours. Our staff honour Te Tiriti o Waitangi and reflect the diversity of Aotearoa New Zealand and the industries and people we support.

Position overview

The Engagement Manager is ETITC ISB's primary relationship-builder with the electrotechnology, information technology, and creative industries — connecting with employers, industry bodies, and sector stakeholders to understand their workforce challenges and help inform the right solutions. Working within the Strategy & Engagement team and reporting to the Manager | Strategy & Engagement, the Engagement Manager develops and maintains a wide portfolio of strategic relationships across ETITC's sectors, gathers industry intelligence, represents ETITC ISB at industry forums, and translates sector insights into meaningful advice that shapes vocational education investment and workforce development. A key part of the position is helping organise and facilitate the running of Industry Advisory Groups (IAGs). Some occasional overnight and weekend travel may be required.

Key Accountabilities

1. Industry Engagement & Intelligence

- Develop and maintain a portfolio of trusted strategic relationships with employers, industry bodies, providers, unions, and sector representatives across the electrotechnology, information technology, and creative industries.
- Build ETITC ISB's reputation as the go-to partner for electrotechnology, information technology, and creative sectors' workforce and vocational education advice, becoming a credible and visible presence across the industry.
- Gather, synthesise, and communicate industry intelligence on current and emerging workforce needs, skills gaps, and training delivery requirements.
- Engage with iwi, hapū, Māori business groups, and urban Māori authorities to identify future workforce and skills development priorities within the electrotechnology, information technology, and creative sectors.
- Represent ETITC ISB at industry events, hui, forums, and stakeholder engagements, presenting confidently to diverse audiences including senior executives and government officials.
- Identify and respond to changes in regulatory, legislative, and international requirements that affect the electrotechnology, information technology, and creative sector qualifications, standards, and training delivery.
- Facilitate the ongoing operation of Industry Advisory Groups (IAGs), bringing together the right voices from across the electrotechnology, information technology, and creative sectors to co-develop and implement actionable workforce and skills plans.

2. Qualifications, Standards & Industry Advisory

- Support the qualifications review process by connecting with employers, workers, industry bodies, and training providers across the electrotechnology, information technology, and creative sectors to gather frontline insight and ensure standards remain current, relevant, and future-focused.
- Provide input into qualifications and standards development processes, drawing on frontline industry knowledge to ensure relevance and quality.

3. Collaboration, Innovation & Continuous Improvement

- Work closely with colleagues across the Strategy & Engagement, Quality Assurance, and Quality Development teams to ensure industry intelligence is shared and acted upon effectively.
- Actively collaborate with Engagement peers across other Industry Skills Boards to share intelligence, align approaches, reduce duplication, and identify opportunities for joint initiatives.
- Contribute to internal knowledge-sharing practices that strengthen ETITC ISB's collective understanding of industry and learner needs.
- Champion a connected, collaborative approach within ETITC ISB — acting as a conduit between industry voices and internal teams.
- Continuously identify and implement innovative approaches to stakeholder engagement, intelligence

gathering, and relationship management that improve efficiency and effectiveness.

- Champion the use of CRM (Aka Kōrero) and digital tools to ensure engagement activity is well-documented, insight-rich, and accessible across the organisation.
- Explore and adopt emerging engagement methodologies, technology platforms, and communication channels to enhance ETITC ISB's reach and impact.
- Contribute to a culture of improvement — proactively identifying smarter ways of working and sharing these across the team and the wider ISB network.

4. Te Tiriti o Waitangi

- Demonstrate an understanding of Te Tiriti o Waitangi and its relevance to workforce development and vocational education in Aotearoa.
- Actively support Māori-Crown relationships and ensure engagement activity is inclusive of Māori employers, workers, and learners in the electrotechnology, information technology, and creative sectors.
- Work in partnership with iwi and Māori organisations to co-design approaches that reflect their aspirations and meet their reporting and engagement needs.
- Influence positive behaviours within the electrotechnology, information technology, and creative industries to improve outcomes for Māori in vocational education and training.

5. Team contribution

- Liaise, collaborate and co-operate with team colleagues to improve performance and processes
- Support the participative management style of the ISB
- Build positive working relationships with all kaimahi across ISBs to operate effectively.
- Provide a client-focused approach to customer needs, both internal and external, to ensure that all stakeholders are responded to in a professional, timely and responsive manner.
- Undertake other duties necessary to support the effective operation of ETITC ISB as deemed to be in the scope of the role.

6. Health, Safety and Wellbeing

Be responsible for your own health, safety and wellbeing while not putting others at risk around you, participate in and comply with the requirements of the Health and Safety at Work Act 2015 and associated policies and procedures in place, including undertaking health, safety and wellbeing activities such as induction and training.

Skills, Knowledge, Experience

Qualifications

Relevant tertiary qualification or equivalent experience in education or the electrotechnology, information technology or creative related areas is desirable.

Essential

- Excellent communication skills — written, verbal, and in presentation — with the ability to tailor your approach to a wide range of audiences.
- Proven relationship management skills, with experience building and maintaining trusted networks across diverse stakeholder groups.
- Strong facilitation skills and confidence presenting to senior audiences, both in person and via digital platforms.
- Ability to gather, synthesise, and communicate complex industry intelligence in a clear and compelling way.

- An enquiring, solution-focused mindset with the ability to think creatively and work effectively across multiple priorities.
- Comfort with ambiguity and change, and the resilience to navigate a fast-paced, evolving environment.
- A collaborative approach and genuine commitment to working across teams and organisations to achieve shared goals.
- An understanding of, or genuine commitment to developing knowledge of, Te Tiriti o Waitangi.
- An understanding of the vocational education and training (VET) system in Aotearoa, including how qualifications, standards, and TEC investment processes work.

Preferred

- Existing relationships across relevant electrotechnology, information technology, and creative sectors — ideally with employers, industry bodies, training providers, or government agencies — that can be leveraged to accelerate T-ISB's presence and impact.
- Confidence using AI tools to support research, stakeholder communication, and reporting, with a curious and considered approach to emerging technologies.
- Experience in an industry engagement, relationship management, or stakeholder advisory role.
- Knowledge of the electrotechnology, information technology, and creative sectors — or a demonstrated ability to quickly develop deep sector expertise.
- Experience using a CRM system and an understanding of how to maximise its value for relationship management.
- Exposure to learning and development, workforce planning, or qualifications development concepts.

Programmes/technology

- Confidence with Microsoft Office (particularly Excel and PowerPoint), Teams/Zoom, and SharePoint.

Role Requirements

- A genuine commitment to equitable workforce outcomes for all learners and workers in the electrotechnology, information technology, and creative sectors, including priority learner groups.
- Active support of Māori-Crown relationships and Te Tiriti o Waitangi obligations.
- A collaborative, outward-facing approach that reflects ETITC ISB's role as a connector across industry, government, and the VET system.
- Flexibility and resilience in a start-up environment where role responsibilities may evolve over time, in consultation with the position holder.

Relationships

This role will maintain key relationships with:

Internal

- Manager | Strategy & Engagement (direct manager)
- ETITC ISB SLT and all kaimahi
- Engagement peers across other Industry Skills Boards

External

- Electrotechnology, Information Technology, and Creative industry employers and employees, industry bodies, and sector representative groups
- Iwi, hapū, Māori business groups, and urban Māori authorities
- Training providers, wānanga, and Centres of Vocational Excellence
- Unions and employee representative groups
- Tertiary Education Commission (TEC)
- New Zealand Qualifications Authority (NZQA)
- Ministry of Business, Innovation & Employment (MBIE)
- Ministry of Education (MoE)
- Te Puni Kōkiri

- Ministry for Pacific Peoples
- Statistics New Zealand
- Regional councils and other government agencies as required

Delegations

Reports to:	Manager Strategy & Engagement
Direct reports	None
Budget	None

References

Legislation / Foundation documents:

- Education and Training Act 2020 (Vocational Education and Training Amendment Act 2025)
- Tertiary Education Strategy 2025-2030
- Te Tiriti o Waitangi

Available here <https://www.legislation.govt.nz/act/public/2020/0038/latest/LMS170676.html>

Electrotechnology, Information Technology and Creative Sector Descriptors

The coverage of the Board comprises the Board's functional responsibilities in relation to employers, vocational education providers, employees, and people seeking to be employed in work related to the following industries:

Creative Practice

- Fashion
- Floristry
- Interior design
- Jewellery
- Photography

Electrotechnology

- Customer premises systems, including structured cabling, control and automation, signal reception and distribution, and wireless systems
- Data cabling
- Electrical engineering
- Electrical security
- Electrotechnology
- Industrial measurement and control
- Telecommunications

Heating, Ventilation and Air Conditioning & Refrigeration (HVAC&R)

- Refrigeration, heating, and air conditioning

Information Technology

- All information technology, including computing, cybersecurity, software development, software testing, web design, information systems and technology, and IT infrastructure

Performing Arts

- Dance
- Entertainment and events, including audio engineering
- Music, including DJ and music production, and piano tuning
- Performing arts, including costumes, hair and make-up (for stage and screen), scenery, acting, and drama

Screen, Content, and Media

- Creative writing
- Creativity and art
- Digital design and animation
- Digital and virtual production
- Journalism and content creation
- Screenwriting
- Screen industry

Australia and New Zealand Standard Industrial Classification 2006

Includes the level 4 industries specified in the Australia and New Zealand Standard Industrial Classification 2006 (ANZSIC), published by Statistics New Zealand, that are set out below:

ANZSIC class title

C2591 Jewellery and Silverware Manufacturing (creative design and making of jewellery only) (split with Manufacturing & Engineering with specifics)

E3232 Electrical Services

E3233 Air Conditioning and Heating Services

E3234 Fire and Security Alarm Installation Services (electrical alarms) (split with Manufacturing & Engineering with specifics)

J5411 Newspaper Publishing

J5412 Magazine and Other Periodical Publishing

J5413 Book Publishing

J5414 Directory and Mailing List Publishing

J5419 Other Publishing (except Software, Music, and Internet)

J5420 Software Publishing

J5511 Motion Picture and Video Production

J5512 Motion Picture and Video Distribution

J5513 Motion Picture Exhibition

J5514 Post-production Services and Other Motion Picture and Video Activities

J5521 Music Publishing

J5522 Music and Other Sound Recording Activities

J5610 Radio Broadcasting

J5621 Free-to-Air Television Broadcasting

J5622 Cable and Other Subscription Broadcasting

J5700 Internet Publishing and Broadcasting

J5801 Wired Telecommunications Network Operation

J5802 Other Telecommunications Network Operation

J5809 Other Telecommunications Services

J5910 Internet Service Providers and Web Search Portals

J5921 Data Processing and Web Hosting Services

J5922 Electronic Information Storage Service

J6020 Other Information Services

M6923

Engineering Design and Engineering Consulting Services (where relevant to electronic and electrical engineering) (split with Construction, Infrastructure and Manufacturing & Engineering with specifics)

M6924 Other Specialised Design Services

M6940 Advertising Services

M6991 Professional Photographic Services

M7000 Computer System Design and Related Services

R9001 Performing Arts Operation

R9002 Creative Artists, Musicians, Writers, and Performers

R9003 Performing Arts Venue Operation

S9421 Domestic Appliance Repair and Maintenance

S9422 Electronic (except Domestic Appliance) and Precision Equipment Repair (excluding locksmithing) (split with Manufacturing & Engineering with specifics)