

POSITION DESCRIPTION

POSITION TITLE	Innovation Specialist
LOCATION	Lower Hutt
DEPARTMENT	CE Group
REPORTING TO	Chief Executive Officer
PROFESSIONAL LEVEL	Accomplished
BAND LEVEL	14
NATURE	<p>Aspeq is a privately owned Australasian company, delivering over 120,000 exams each year through a network of centres in 25 countries and online for greater accessibility, Aspeq employees 55 permanent and 200+ casual employees and contractors across NZ, and Australia.</p> <p>We are a global leader in providing secure and reliable examination and assessment services for organisations requiring professional competency and proficiency evaluation.</p> <p>Our end-to-end solutions are tailored to regulatory and government agencies, combining meticulous attention to detail and innovative technology to delivery seamless experiences – from booking to certification.</p> <p>At Aspeq, we recognise and appreciate that diversity, inclusion, and accessibility is valuable to our business. We embrace the unique perspective and capabilities of all our employees, which helps us continue to drive innovation and achieve our business goals. Our culture enables us to create an environment of involvement, respect, and connection to benefit our employees and clients across the world</p> <p>The role will be required to work Monday to Friday but must take a flexible approach to working hours in line with the global nature of Aspeq. This may include occasional national travel.</p>
KEY RELATIONSHIPS	<p><u>External</u></p> <ul style="list-style-type: none"> ○ Contractors ○ Consultants ○ External Project Stakeholders <p><u>Internal</u></p> <ul style="list-style-type: none"> ○ Project Managers ○ Business Analysts ○ Chief Executive ○ Senior Leadership ○ Quality and Compliance Manager ○ Wider Aspeq Staff

KEY PURPOSE	<p>The key purpose of the Innovation Specialist at Aspeq, is to champion innovation and foster a culture of creativity and continuous improvement across the organisation.</p> <p>Innovation projects span from internal efficiency or cost-saving opportunities, to developing and evaluating new products/services, or expanding Aspeq's current offerings into new markets</p> <p>The Innovation Specialist is required to manage a pipeline of innovation projects, leading small teams in identifying, evaluating and assessing new ideas. This includes conducting market validation, proof of concept and development of business cases and project plans regarding implementation of new ideas to deliver impactful outcomes for Aspeq.</p>
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ROLE RESPONSIBILITIES	REQUIRED ACTIONS / OUTCOMES
<u>Innovation Management</u>	<ul style="list-style-type: none"> ○ Actively manage the evaluation and implementation of new ideas by ensuring the innovation process is consistently followed and projects are aligned with organisational goals. This includes identifying opportunities for internal improvements, such as: <ul style="list-style-type: none"> ▪ streamlining operations or enhancing efficiencies. ▪ exploring potential product line extensions to meet evolving customer needs; and ▪ assessing new market opportunities to expand Aspeq's reach and impact. ○ By managing initiatives, you will ensure ideas are thoroughly validated, aligned with organisational goals, and successfully delivered to create tangible benefits for the business. ○ Manage the development of business cases, feasibility studies, and project plans, including budget management and resource allocation to deliver innovation projects to the organisation. ○ Provide professional recommendations on innovations that Aspeq can leverage to gain a strategic advantage. ○ Recommend changes to products, services, or processes to improve efficiency and reduce costs without sacrificing quality. ○ Develop best practices and tools for innovation execution and management. ○ Contribute to the delivery of strategic partnerships and acquisitions to deliver innovation at Aspeq. ○ Work collaboratively with staff at all levels—from entry-level team members to senior leadership—to guide and support them through the innovation process.
<u>Project Delivery Support</u>	<ul style="list-style-type: none"> ○ Assist the Project Management Office in the implementation and delivery of innovation projects.

ROLE RESPONSIBILITIES	REQUIRED ACTIONS / OUTCOMES
<u>Innovation Administration</u>	<ul style="list-style-type: none"> ○ Prepare budgets and project plans (including estimation of resourcing) to achieve innovation goals. ○ Plan and schedule innovation timelines and milestones using appropriate tools. ○ Track innovation milestones and deliverables. ○ Develop and deliver progress reports. ○ Determine the frequency and content of status reports from the innovation teams, analyse results, and troubleshoot problem areas. ○ Conduct post-innovation reviews and create recommendation reports to identify successful and unsuccessful innovation elements.
<u>Research</u>	<ul style="list-style-type: none"> ○ Conduct market research and market validation to deliver strategic recommendations to Senior Leadership regarding potential innovations in new or existing markets. ○ Conduct research to identify new technologies or business trends that could impact the organisations operations or bottom line.
<u>Coaching / Mentoring</u>	<ul style="list-style-type: none"> ○ Grow the capability, confidence, and competence of the wider team by coaching, and mentoring them through to Innovation process to meet current and future needs of the organisation.
<u>Live our Values</u>	<ul style="list-style-type: none"> ○ Know and demonstrate Aspeq's values.
<u>Other</u>	<ul style="list-style-type: none"> ○ Any other activities as directed in line with the nature and scope of the role.

ROLE FACTORS	CRITERIA FOR SUCCESS
<u>Education</u> The level of education and/or knowledge compatible with proficiency in tasks outlined in role responsibilities.	<ul style="list-style-type: none"> ○ Bachelor's degree in Commerce / Business, Science, humanities or another a similar field.
<u>Experience</u> The level of cumulative general and technical experience required to perform the role competently.	<ul style="list-style-type: none"> ○ 2+ years of relevant professional experience in a similar role. ○ High level of accuracy and attention to detail. ○ Proven ability to analyse markets, business opportunities and seek external advice and data. ○ Proven ability to demonstrate emotional intelligence and appropriately handle cultural sensitivities. ○ Familiarity with quality systems (e.g., ISO 1009) would be advantageous. ○ Proven ability to identify the root causes of complex problems and develop effective, high-quality solutions. ○ Experience in project planning, execution and management, with ability to adapt to new information, shifting priorities, and competing demands to ensure successful outcomes.
<u>Complexity</u> The predictability of the role, considering complexity of	<ul style="list-style-type: none"> ○ Working within established guidelines while sharing practical knowledge to improve operations and help shape Aspeq's processes and brand.

ROLE FACTORS	CRITERIA FOR SUCCESS
<p>activities faced in the normal course of work.</p>	<ul style="list-style-type: none"> ○ Routine decision making while prioritising competing demands and deadlines. ○ Ability to perform well under pressure and prioritise a busy workload while maintaining quality standards. ○ Coordinating above elements while maintaining alignment with Aspeq's objectives.
<p><u>Scope</u> Breadth of control over other staff and resources, and skills required to best utilise these resources.</p>	<ul style="list-style-type: none"> ○ Supporting operations by providing advice to senior level staff in alignment with role responsibilities. ○ Liaising with various internal and external stakeholders to acquire information and provide support where applicable. ○ Seeking out opportunities for sustainability and regeneration.
<p><u>Problem Solving</u> The level of judgements required, alongside the availability of guidelines/procedures and the degree of analysis and innovation to arrive at a solution.</p>	<ul style="list-style-type: none"> ○ Developing opportunities for efficiencies, innovation and taking actions to implement them. ○ Researching and analysing data insights to inform conclusions and support decision making. ○ Applying initiative and judgment in interpreting complex information and operational issues. ○ Developing solutions that balance short-term operational needs with long-term strategic implications by investigating and evaluating alternative solutions.
<p><u>Freedom to Act</u> The degree of independence exercised within the role</p>	<ul style="list-style-type: none"> ○ Progress reviews are regularly undertaken, but assistance from superiors is given only when requested. ○ Major strategic and high-value decisions are at the discretion of the CE ○ Using previous knowledge and precedent to interpret broad/general instructions and/or objectives without detailed procedural guidance with specific completion targets usually provided. ○ Autonomy to follow self-manage workload to meet specific completion targets, following generalised instruction,
<p><u>Impact of Decisions</u> The extent to which decisions made by the role holder impact the physical, financial and human resources of Aspeq.</p>	<ul style="list-style-type: none"> ○ Decisions affect the time and performance of a small team, with the authority to allocate tasks and make basic decisions about how resources are used. ○ Decision making directly impacts Aspeq's service delivery and resource utilisation at an operational level, within defined parameters. ○ Decisions mainly impact activities within a single division and don't have wider effect on the organisation.
<p><u>Interpersonal skills</u> The nature and degree of interaction at various levels the role requires to complete tasks.</p>	<ul style="list-style-type: none"> ○ Effectively manages and balances differing opinions to reach agreement and achieve positive outcomes. ○ Advanced skills in liaising with and gaining cooperation across the organisation to achieve specific outcomes. ○ Demonstrating skilled negotiation and discussion abilities to reach agreement and understanding with diverse stakeholders. ○ Strong capability to communicate complex information and cultural values effectively to influence outcomes. ○ Ability to go beyond basic information sharing to facilitate meaningful engagement and collaboration.

ROLE FACTORS	CRITERIA FOR SUCCESS
<p style="text-align: center;"><u>Authorities</u></p> <p>The level of formal financial, staffing and contractual authority allowed and exercised within the role.</p>	<ul style="list-style-type: none"> ○ Complying with established procedures and protocols to ensure consistent delivery. ○ Discretion to incur expenses such as client lunches, travel expenses, or purchasing stationery within defined limits. ○ Routine expenditure within another person's budgets and spending with defined limits as set by the delegation of authority.
<p style="text-align: center;"><u>People Management</u></p> <p>The responsibility for supervision and management of Aspeq's' human resources.</p>	<ul style="list-style-type: none"> ○ The ability to coach and mentor other team members regardless of reporting lines. This role does not have direct reports, however, works in a mentorship/knowledge sharing role.
<p style="text-align: center;"><u>Administration</u></p> <p>Legislative matters, right to work and additional administrative matters.</p>	<ul style="list-style-type: none"> ○ Must be eligible to work in New Zealand. ○ Must agree to a Ministry of Justice background check, New Zealand Transport agency traffic infringement check, and UK Security check and the possibility of a credit check.