

## Programme Manager – Business Fundamentals online

---

### Kaupapa | Purpose

The role of the Programme Manager – Business Fundamentals online is to manage all aspects of Soda’s online Business Fundamentals products including ongoing development of the Business Fundamentals course content and identify opportunities for platform growth and partnerships. This role is part-time (15 hours/week) and structured to balance strategic ownership with manageable delivery capacity.

**Reports to:** Business Manager

**Remuneration:** \$87,600 - \$115,000 – IEA band 6

---

### Ngā mahi | Do

#### Product Development

- Lead the ongoing development and refinement of Business Fundamentals course content, drawing on real-world founder insights and learner feedback to ensure practical, high-impact delivery.
- Contribute to the planning and testing of a hybrid cohort-based pilot learning experience in collaboration with the wider Soda team.
- Identify and test small-scale additions (e.g. bonus toolkits, templates, or mini-courses) in collaboration with internal or external contributors, with no more than one new feature or resource scoped at a time, to ensure focus and feasibility.

#### Customer Support & Service

- Manage learner queries and discussion board activity to support community engagement.

#### Relationship Management

- Coordinate communication across the internal Business Fundamentals Online team and surface opportunities for platform growth, new audiences, or partnerships for consideration.
- Represent the programme within Soda and externally, maintaining brand integrity.

- Monitor performance of the platform in alignment with agreed KPIs, flagging insights and opportunities for continuous improvement.

#### **Health and safety management accountabilities are understood and applied. Individual and staff H&S outcome and objectives**

- Significant hazards in the area of responsibility are identified, documented and reviewed annually or as new hazards emerge
- Significant hazards are eliminated, isolated and/or risk minimized
- Staff in the area of responsibility are involved in the hazard management

#### **SODA culture**

- Represents and supports SODA purpose, strategic outcomes and values
- Currency with, and understanding and commitment to SODA's purpose, focus, spirit, attributes & beliefs is demonstrated
- Abide by all SODA policies and procedures
- An understanding and commitment to the principles of the Treaty of Waitangi and Equal Opportunities (EEO) is demonstrated
- Equity and diversity in the workplace, building mutual trust, and treating staff equitably, transparently, fairly and in a culturally appropriate manner is promoted
- Continuous improvement and development of systems, procedures and service to ensure SODA maintains and develops its position

#### **Other duties**

- Duties outside of this scope will be discussed to ensure alignment with the 15-hour weekly capacity.

---

## **Pūkenga | Have**

#### **Education/training**

- Tertiary graduate level education (Bachelor's)
- Post graduate qualification preferred.

#### **Experience**

- Three to five years' experience in roles that included responsibilities such as:
  - Provision of strategic and business planning
  - Mentoring and / or advising to Startup, SME and owner operated businesses.
  - New product development and partnership management.
  - Project management and managing a project budget.

- Must be able to demonstrate Technology and Digital Literacy
  - Proficiency with online learning platform (LearnWorlds), including course layout design, learner navigation, and building engaging digital experiences
  - Proficiency in project management tools
  - Knowledge of data analytics tools

### **Typical knowledge, skills and attributes**

- In-depth understanding of the needs and mindset of small business owners and entrepreneurs - ideally having run a business or with direct experience launching or mentoring startups
- Strong project and content management skills, with an ability to prioritise effectively in a part-time role
- Confidence leading internal collaboration and identifying strategic opportunities for growth or innovation
- Excellent written communication skills, with a talent for simplifying complex topics and writing in a consistent, empowering tone
- Working knowledge of SEO and content optimisation for improving visibility across learning and marketing channels
- Self-starter, growth mindset with an organised, proactive approach to independent delivery

---

## **SODA Values**

### **Be Exceptional**

- Provide exceptional customer service, every time
- Anticipate customers' needs and exceed expectations
- Make decisions with a customer-centric lens

### **Be Brave**

- Always strive for excellence and continuous improvement
- Embrace failure as a learning opportunity, test ideas and make tough decisions
- Encourage risk-taking and creativity

### **Be Better**

- Continuously improve and learn, seek new and better ways of doing things
- Reflect on performance and get feedback to push boundaries and achieve better outcomes
- Create more value and improve outcomes for our customers and stakeholders

## Ngā Hononga Mahi | Working relationships

### Internal:

- SODA Staff
- SODA Clients
- SODA Business Growth Advisors
- SODA Innovation Specialists
- SODA Expert Advisors
- SODA Mentors
- Board of Directors
- Shareholders & Stakeholders

### External:

- Corporate & Strategic Partners
- Corporate & Strategic Sponsors
- Government Funding Agencies
- Economic Development Agencies
- Regional Councils
- Regional & National Business Leaders
- Visitors
- Contractors
- Suppliers
- Potential Customers
- Platform subscribers

### Resource delegations and responsibilities:

**Financial:** No

**People:** No