

Position description:

Ways of Working Coach - DigiGEN

Reporting to:

Ways of Working Lead - Generation

Date:

May 2026

Location:

Various

The role

Working across Generation's strategic change programme (DigiGEN) as a trusted partner of Squads you will lift delivery performance. Through coaching and embedding effective ways of working, you will enable improvements to the flow of work - accelerating the delivery of value and improving the experience for those working across DigiGEN.

Position accountabilities

- Work alongside Squads to build capability in agile work management, DigiGEN agile and flow-based ways of working to lift performance, collaboration and delivery of outcomes.
- Support Initiative Leads to enable Squad health, empowering others and enabling continuous improvement.
- Balance rolling up your sleeves with building capability in others - facilitate yourself when needed; while also enabling others to facilitate workshops, planning, retros, and problem-solving sessions to build enduring capabilities across Generation and the wider Meridian whānau.
- Build credibility and influence across Squads and Generation leadership.
- Design and maintain simple, fit-for-purpose frameworks, rhythms, and playbooks that support peoples understanding of how we work.
- Provide a blend of coaching, mentoring, training, and constructive challenge to shift behaviours and mindset.
- Use your experience to lift the Change Management capability across the DigiGEN programme.

Knowledge, experience and skills

- Proven ability to uplift team performance, improve flow, build capability in others and embed consistent ways of working.
- Skilled facilitator and communicator, able to guide workshops, planning, retros, and decision-making sessions.
- Strong coaching capability across teams and leaders, with the ability to influence, challenge constructively, and build credibility.
- Solid experience applying agile and lean practices (e.g., Kanban flow, Scrum events, backlog management) in real organisational environments.
- Experience designing or maintaining Ways of Working frameworks, cadences, and operating rhythms that are simple and fit-for-purpose.
- Background working in mixed delivery environments (agile + traditional). Agile/Lean coaching or delivery experience; relevant certifications beneficial but not required.
- Growth mindset to drive innovation. Believes in non-hierarchical culture of collaboration, transparency, safety and trust, thrives in a fast-paced environment and adjusts quickly to change.



Meridian.

The Power to
Make a Difference.