

## Position description:

# Capability Enablement Lead (Retail) (12 Month Fixed Term)

## Reporting to:

Head of Culture and Capability (People Team)

## Date:

May 2026

## Location:

Christchurch

## The role

As Capability Enablement Lead, you will lift workforce capability across our customer facing teams in Retail by supporting existing frameworks and standards that underpin effective learning.

You'll work closely with senior leaders in our 'Customer Team', Team Leads and learning subject matter experts to ensure our people are trained on the right things, with strong assurance that customer interactions are high quality and compliant.

This role is not about delivering training it's about building, supporting and embedding the structures, processes, and checks that enable others to design and deliver great learning. You'll take a systems view, bringing consistency to how capability is defined, developed, and assessed, and coordinating initiatives that strengthen learning across customer facing teams.

This 12-month fixed-term role is focused on resetting learning foundations so our people can sustainably own and evolve its capability over time.

## Position accountabilities

- Scope capability needs and support the development of existing learning frameworks and standards across our customer facing teams
- Establish consistent approaches to how capability is defined, built, and assessed, ensuring alignment to business needs and risk requirements
- Partner with Senior Leaders, Team Leads, and subject matter experts to ensure learning priorities focus on role-critical skills and compliance
- Enable and guide others to design and deliver high-quality learning aligned to agreed frameworks
- Introduce checks and balances that provide assurance learning is effective, consistent, and reduces risk in customer interactions
- Strengthen capability across customer facing teams and leaders to design, deliver, and own learning over time
- Improve the overall learning ecosystem, including how learning is structured, accessed, and tracked through systems such as the LMS
- Coordinate key capability uplift initiatives to support improving and building individuals craft, increasing domain expertise and ensuring efforts are aligned, practical, and embedded within the business.



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## Candidate profile

You bring deep experience in learning and capability, with a strong track record in designing, leading and implementing frameworks, standards, and approaches that lift performance at scale. You're confident working in complex environments, quickly building context and identifying where structure and clarity are needed.

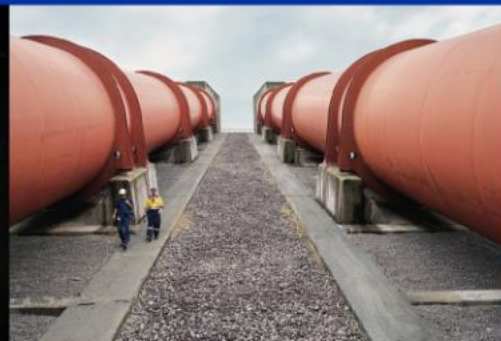
You are highly collaborative and influential, able to partner effectively with leaders, subject matter experts, and learning teams to align on what good looks like and make it practical.

You think and execute strategically but stay grounded in real-world application focused on ensuring learning is relevant, consistent, and reduces risk. Most importantly, you are passionate about enabling others to succeed, building capability through systems and structures rather than delivering training yourself.

You'll bring a growth mindset with no ego to help our good humans deliver exceptional customer service.

## Knowledge, experience and skills

- Proven experience in learning and capability, with a strong understanding of how to design frameworks, standards, and approaches that lift performance at scale
- Deep knowledge of adult learning principles and how they apply to real-world, operational environments
- Experience working in complex organisations, with the ability to influence across multiple levels and bring alignment to competing priorities
- Strong relationship-building skills, with the ability to partner effectively with leaders, subject matter experts, and learning teams
- Ability to translate technical or complex information into clear, practical capability requirements and learning approaches
- Confident working with ambiguity, using sound judgement to bring structure and clarity where it is needed most
- Strong communication skills, both written and verbal, with the ability to engage and influence diverse audiences
- Proven ability to enable others in lifting capability in teams to design, deliver, and own learning over time
- Experience establishing or improving learning systems, processes, or governance (including use of LMS platforms)
- Highly organised, with the ability to coordinate multiple initiatives and follow through to delivery
- Experience working in the electricity industry and/or working in an contact centre is advantageous but not essential



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