

POSITION DESCRIPTION

GENERAL MANAGER – BTR

Location: Melbourne

Reports to: Chief Operations Officer

Supervises: GLM Operations Managers, GLM Asset and Facilities Manager

CHL Capability Band: #4



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

Primary Purpose:	The General Manager – BTR (Build to Rent) is responsible for the leadership and delivery of all Ground Lease Model program functions in Victoria, ensuring optimal program performance. The General Manager is key in managing program performance, compliance and maintaining strong relationships with key stakeholders and partner organisations. This role is responsible for overseeing all operational facets, while actively contributing to continuous improvements. Leading the GLM management team, the General Manager will ensure collaboration across all operational areas and position CHL as a leading practise services provider in Victoria.
Context:	This is a leadership role driving CHL's mission, values, vision and goals. Senior leaders are expected to build and promote a safe, healthy and respectful environment that is free from harassment and discrimination while creating opportunities for, and role modelling work life balance
Work Health & Safety:	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures and directions
Responsibilities:	<ol style="list-style-type: none"> 1. Strategic Leadership and Oversight of Program Performance : <ul style="list-style-type: none"> ○ Lead the delivery and ongoing operations of the GLM program, identifying interdependencies and leveraging resources to maximise efficiencies and achieve required program performance. ○ Support effective business operations by leading people, business planning, administrative and business functions. ○ Monitor and evaluate program performance to drive operational efficiency and effectiveness. ○ Monitor, manage and maintain compliance with all contractual, regulatory and legislative requirements ○ Proactively act to identify and mitigate risks to the Organisation, our stakeholders and customers ○ Ensure program meets financial performance requirements in line with established budgets ○ Develop and deliver comprehensive reports for a range of internal and external stakeholders including the board and executive team, including performance metrics, key program initiatives, financial positioning, program status, risk and challenges. ○ Continuous Improvement - Identify and contribute to business improvement change consistent with key business metrics 2. Representation of Organisation, Management and Enhancement of Key Commercial Partners and Stakeholders : <ul style="list-style-type: none"> ○ Serve as the primary point of contact for all external stakeholders, representing our organisation's interests and values. ○ Develop and manage stakeholder relationships through the provision of expert advice, effective communication, negotiation and issues resolution management to ensure stakeholders are engaged, deliverables are met and CHL are professionally represented ○ Negotiate and manage contracts, ensuring mutually beneficial agreements are in place. ○ Regularly engage with stakeholders to understand their needs and expectations, and proactively address any issues. 3. Leadership of the GLM Management Team: <ul style="list-style-type: none"> ○ Lead, manage and inspire a diverse team of managers, fostering a collaborative and high-performance culture to deliver all program requirements. ○ Oversee all GLM housing operations functions ensuring compliance with organisation objectives and program requirements in specialised service areas including Social, Affordable and Market housing, Specialist Disability Accommodation and Asset and Facilities Management, Community Engagement and Development.

	<ul style="list-style-type: none"> ○ Work closely with finance and reporting teams to ensure the provision of accurate and timely data and information. ○ Promote effective communication and knowledge sharing across departments and teams. <p>4. Organisational Culture:</p> <ul style="list-style-type: none"> ○ Provide visionary leadership to promote a culture of inclusion, diversity, and equity at all levels of the organisation. ○ Champion the values of 'Everyone Matters' and 'Service Excellence', ensuring they are reflected in the organisation's policies, practices, and decision-making processes. ○ Create an environment that encourages collaboration, teamwork, innovation and continuous improvement, fostering a positive and supportive workplace culture. <p>5. Active Participation in Senior Management Group and Organisational Improvements:</p> <ul style="list-style-type: none"> ○ Contribute to the overall strategic direction of the organisation as a member of the senior management group. ○ Identify opportunities for operational improvements, process optimisation, and cost efficiencies. ○ Collaborate with other senior leaders to develop and implement organizational policies and initiatives.
<p>Technical Skills, Experience & Qualifications:</p>	<ul style="list-style-type: none"> ● Relevant tertiary qualification ● Minimum 5 years' experience as a senior manager in community or social services, property services or related government department with a track record of strategic planning and operational management. ● Strong business acumen and understanding of diverse industries. ● Excellent communication and interpersonal skills, with the ability to engage and influence stakeholders at all levels. ● Demonstrated experience in building and maintaining successful commercial partnerships. ● Proven leadership skills, with the ability to motivate and inspire teams towards achieving common goals. ● Strong analytical and problem-solving abilities. ● Ability to thrive in a fast-paced and dynamic environment. ● Knowledge of state-specific regulations and policies related to the industry ● Thorough understanding of and clear commitment to best practice, policy and legislation in the housing sector ● Willingness to travel as required. ● Current Driver's Licence ● Satisfactory Police and Working With Children's Checks
<p>Key Capabilities:</p>	<p>Client Focus – Fosters and drives a culture of excellence in service delivery. Maintains high-level awareness of client issues as they relate to service provision</p> <p>Achieves Results – Drives a culture of achievement and fosters a quality focus. Demonstrates a drive to achieve beyond expectations.</p> <p>Resilience – Role models responding to challenges with a high level of resilience and persistence.</p> <p>Innovation & Creativity – Applies creative thinking and provides leadership that drives innovate alternatives and solutions and emphasises the value of continuous improvement</p> <p>Strategic Thinking – Considers multiple perspectives and risks when assessing key issues and develops solutions with long-term viability for CHL and the communities we serve</p> <p>Leadership – Engages and inspires others in the strategic direction of the work area, encourages their contribution and communicates expected outcomes</p> <p>Self Awareness - Critically analyses own performance and behaviour, their impact on others and seeks feedback to improve</p> <p>Business & Political Acumen – Understands CHL's complete business cycle including developing and executing of strategy. Keeps up to date with legal, regulatory, market and technological developments.</p> <p>Communication – Communicates in a way that engages, persuades and impresses a wide range of internal and external audiences</p> <p>Nurtures Relationships – Builds and sustains relationships within CHL, across the community housing industry, the government and a diverse range of external</p>

	<p>stakeholders. Identifies and manages critical relationships to ensure CHLs objectives and deliverables are enhanced</p> <p>Integrity – Champions at the highest level for adherence to CHLs standards, promoting a culture of integrity and professionalism. Challenges personal and organisational breaches of values and standards</p> <p>Financial Management – Oversees CHL's budget and key program budgets, reviews financial performance and ensures availability of adequate resources. Defines CHL's business plans with reference to key financial indicators. Ensures adherence to CHL's financial delegations</p>
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