

POSITION DESCRIPTION

STATE MANAGER

Location: Western Australia

Reports to: Chief Operations Officer

Supervises: 2

CHL Capability Band: #4



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

Primary Purpose:	The State Manager has leadership, responsibility and accountability of CHL's performance including housing and homelessness services, strategic asset management, maintenance service delivery and facilities management, and customer service delivery across the State. This role will nurture effective and productive stakeholder relationships and partnerships in the State to support operational performance, business development, and housing portfolio renewal and growth.
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"> Leadership of State Operations <ul style="list-style-type: none"> Oversee the management of operations including housing and homelessness services, maintenance service delivery, facilities management, strategic asset management, Community Engagement and Development Initiatives and customer service delivery. Drive operational efficiencies and a culture of continuous improvement. Monitor performance metrics and oversee the implementation of operational improvement initiatives. Monitor and evaluate the effectiveness of programs and implement necessary adjustments to best position CHL, its customers and community. Foster a culture of customer service-centric delivery and implement initiatives to improve the customer experience, tenant satisfaction and social impact. Financial Management and oversight <ul style="list-style-type: none"> Monitor and manage operational expenditure in line with established budgets. Maximise income opportunities and continually explore and pursue efficiencies. Monitor and maintain financial sustainability and profitability. Regulatory and contractual compliance <ul style="list-style-type: none"> Ensure compliance with state and federal housing regulations, legislation and policy. Ensure compliance with contractual obligations through implementing monitoring and control processes. Stay informed about changes in legislation, industry trends and the competitive landscape in the State, Strategic Planning and Development <ul style="list-style-type: none"> Develop and drive the implementation of State strategic plans and implement initiatives to achieve plan objectives, as aligned to the CHL Strategic Plan. Collaborate with cross-functional teams to develop innovative strategies and new services offerings, and renewal of assets. Contribute with other senior leaders to develop and implement organisational policies and initiatives. Stakeholder Engagement, Advocacy and Partnerships <ul style="list-style-type: none"> Serve as a key point of contact for all external stakeholders, representing CHL's interests and values. Build and maintain relationships with local and state government agencies, community organisations, partner organisations and other key stakeholders. Advocate for community needs and for the Community Housing sector and represent the Organisation with local stakeholders and sector peak. Organisational Culture, Staff Management and Development <ul style="list-style-type: none"> Create an environment that encourages collaboration, teamwork, innovation and continuous improvement. Promote professional development opportunities. Conduct performance evaluations and provide feedback to staff members. Provide leadership to the State Management Team.

	<p>7. Quality Assurance and Risk Management</p> <ul style="list-style-type: none"> • Foster a culture of continuous improvement. • Establish and monitor quality assurance processes to ensure high quality service delivery standards and conduct regular audits and assessment to evaluate program performance. • Identify potential risks and develop strategies to mitigate these and monitor and report against identified risks and risk mitigation strategies. <p>8. Reporting and Accountability</p> <ul style="list-style-type: none"> • Prepare reports for key internal and external stakeholders. • Track and report on key performance indicators for housing and homelessness programs. • Ensure transparency and accountability in all operational aspects and programs.
Technical Skills, Experience & Qualifications:	<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 • Thorough understanding of and clear commitment to best practice, policy & legislation in the housing sector • Current Driver's Licence • Satisfactory Police, Working With Children's Checks and NDIS worker screening
Key Capabilities:	<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>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 and 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 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. Ensures adherence to CHL's financial delegations</p>