

POSITION DESCRIPTION



PROGRAM PERFORMANCE AND PARTNERSHIPS MANAGER

Location: QLD

Reports to: State Manager

Supervises: Business Support Officer / Contract Administrator

Internal Stakeholders: SPV Contract Manager / Investment Manager

CHL Capability Band: #3

<p>Primary Purpose:</p>	<p>The Program Performance and Partnerships Manager is a senior operational and governance leader responsible for ensuring the effective performance, compliance, and continuous improvement of CHL operations within Queensland. The role provides strategic and operational oversight across risk management, regulatory compliance, service delivery performance, and financial management, ensuring alignment with organisational strategy, funding obligations, and sector best practice. Managing key partnerships and external relationships is a key component in ensuring program performance.</p>
<p>Context:</p>	<p>Reporting to the State Manager and forming the State Leadership Team alongside the State Operations Manager (SOM), State Asset and Facilities Manager (SAFM), and Resident Experience and Communities Manager (RECM), the Program Performance and Partnerships Manager drives strong performance outcomes through data-led decision-making, proactive risk management, and building trusted relationships with partners and key stakeholders. The role maintains critical relationships with government funding bodies, regulators and development partners, including the State Housing Registrar, to support sustained compliance, funding certainty, and organisational credibility.</p> <p>The Program Performance and Partnerships Manager plays a key role in translating strategic objectives into executable business plans, monitoring delivery against agreed targets, and reporting clear, actionable insights to senior leaders and the Executive. Through leadership of operational internal audit, performance monitoring, service improvement activities, and building and strengthening partnerships, the role strengthens governance, operational effectiveness, and service quality, ensuring positive outcomes for customers, stakeholders, and the organisation.</p>
<p>Work Health & Safety:</p>	<p>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.</p>
<p>Responsibilities:</p>	<p>Program Performance and Advice</p> <ol style="list-style-type: none"> 1. Monitor service delivery and program performance, analysing outcomes and trends, to identify risks, opportunities and improvement actions, and providing to the State Manager regarding program challenges, solutions and performance optimisation. 2. Partner with the State Manager to develop and implement business plans aligned with the strategic plan and growth objectives, tracking progress and reporting outcomes to the Executive. 3. Working as an active member of the State Leadership Team, ensure all products, services and operations meet industry standards, regulatory obligations and customer expectations – leading timely and effective responses to non-compliance/non-performance of KPMs. <p>Compliance, Reporting and Contract Administration</p> <ol style="list-style-type: none"> 4. Assist the State Manager in ensuring that all inputs and outputs required under the various contracts are adhered to, and of a high quality. 5. Develop and review Contract Management Plans and frameworks, offer coaching to colleagues in State Operations on managing contract terms, and support the creation, negotiation, and termination of contracts. 6. Lead the implementation and ongoing review of the State risk management plan, ensuring alignment with national frameworks (including the Enterprise Risk Management Plan) and embedding a proactive, statewide risk culture that supports compliance, service quality and sustainability. 7. Drive continuous improvement in service delivery by engaging internal stakeholders to review practices, implement best-practice approaches, resolve root-cause issues, and strengthen performance monitoring, measurement, and reporting frameworks.

	<p>8. Monitor financial performance and funding targets against funding agreements, ensuring effective use of resources, early identification of variances, and achievement of contractual and strategic objectives.</p> <p>9. Ensure sustained compliance with industry regulations and contractual obligations, working closely with key stakeholders, to maintain regulatory confidence and organisational accreditation.</p> <p>10. Lead internal audit activities for State Operations, reviewing records, systems, controls, and processes to ensure compliance with legislation, contracts, and organisational policies, and driving corrective actions where required.</p> <p>Governance and Approvals</p> <p>11. Prepare and present regular performance reports, delivering clear insights on key performance metrics, risks, and improvement initiatives to support informed decision-making and business planning.</p> <p>12. Oversee the implementation of new policy settings and legislative/regulatory requirements; monitor and review policy and process implementation - fostering a continuous improvement and best practice culture.</p> <p>13. Contribute to organisational governance and assurance frameworks, supporting corporate risk management, regulatory reporting, contract compliance, and internal audit activities to strengthen accountability and organisational resilience.</p> <p>Partnerships and Stakeholder Engagement</p> <p>14. Develop and maintain effective partnerships with government funding, regulatory and contracting agencies to ensure funding continuity, contractual compliance, regulatory performance (including that of SPV's) and positive organisation reputation.</p> <p>15. Establish and grow a strategic partnership approach, including establishment and coordination of networks and active participation in existing sector meetings.</p> <p>SPV Operations and Transparency</p> <p>16. Develop an understanding of the services required to be provided under the Public Private Partnership (PPP) agreements and Special Purpose Vehicle (SPV) arrangements that CHQL is a party to.</p> <p>17. Collaborate with the Investment Manager (Homes Division) to complete all administrative tasks across operations, including accounting, reporting, legal compliance, governance, regulation, and registration.</p> <p>18. Provide State level oversight of and ensure the appropriate controls are in place for each SPV and program to manage Residential Tenancy Authority accounts and compliance with Centrelink requirements.</p>
<p>Technical Skills, Experience & Qualifications:</p>	<ul style="list-style-type: none"> • Extensive experience in a management or executive advisory role • Proven leadership skills—including working with remote and matrixed teams • Demonstrated experience working with government, managing strategic partnerships and contract management • Experience working across the community and public housing sector • Qualifications in social housing, community services or related other discipline • Current Driver's Licence • Satisfactory Police, NDIS and Working with Children checks • Ability and willingness to periodically travel to CHL office locations and attend network meetings across Queensland.
<p>Key Capabilities:</p>	<p>Client Focus – Fosters a culture of excellence in service delivery. Maintains high-level awareness of client issues as they relate to service provision.</p> <p>Achieves Results – Enables the achievement of quality outcomes by identifying and removing potential barriers to success.</p> <p>Continuous Improvement – Assists and guides others to address emerging challenges, strategies and risks and generate support for change initiatives in a continuous improvement environment.</p> <p>Quality – Manages implementation and actively monitors quality systems to ensure that expected outcomes are achieved.</p>

	<p>Leadership – Generates ideas for innovation and enhanced working practices to achieve CHL’s vision. Recognises that the vision is best met working collaboratively across CHL.</p> <p>Decision Making – Demonstrates decisiveness and actively approaches others in different work areas to assist and enhance business relationships.</p> <p>Nurtures Relationships – Builds and sustains relationships within CHL, across the community housing industry, the government and with a diverse range of external stakeholders. Identifies and manages critical relationships to ensure CHL’s objectives and deliverables are enhanced.</p> <p>Probity – Acts and at all times encourages others to operate within the boundaries of CHL processes, policies, and legal constraints.</p> <p>Professionalism & Accountability – Takes responsibility for own work tasks, utilises the specialist expertise of others within CHL and contributes own expertise to achieve outcomes for the business unit.</p>
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