



Government of South Australia
SA Housing Authority

EXECUTIVE DIRECTOR, CUSTOMERS AND SERVICES

JOB & PERSON SPECIFICATION

SEPTEMBER 2020

ROLE DESCRIPTION

1. ROLE DETAILS			
Role Title	Executive Director, Customers and Services	Classification Level	SAES2
Role No		Discipline	Executive
Division	Customers and Services	Date Created	May 2019
Branch/Unit		Date Approved	
Reports To	Chief Executive	Date Reviewed	
ROLE CONTEXT			
SA Housing Authority	<p>At SA Housing Authority (SAHA) we are the custodian of a modern, sustainable, integrated and effective housing system. We act to empower South Australians with housing choices, enabling improved life outcomes now and in the future. We have a vision where all South Australian’s have a secure and affordable housing future.</p> <p>To achieve our objectives we will:</p> <ul style="list-style-type: none"> • Deliver targeted services and create more efficient processes to better assist vulnerable and low-income South Australians to maintain safe and affordable accommodation. • Partner with the wider housing and homelessness sector and work in genuine cooperation to create a more responsive housing system that improves outcomes and eases pathways through the housing continuum. • Stimulate the State’s economy by encouraging housing growth and affordability, providing opportunities for investors and businesses to create more local jobs. • Create vibrant, connected and inclusive communities that attract interest and investment through innovative and sustainable design and planning. • Implement effective and sustainable funds and asset management models, broadening sources of capital and increasing the leveraging of partners and providers. • Build a new, clearly defined and high-performing organisational culture that recognises success and attracts and retains the best people. <p>SAHA Principles of Success</p> <p>Our success depends on our workforce and each of us operating on the following principles:</p> <ul style="list-style-type: none"> • SAHA’s objectives are at the centre of our thinking and our action. • We work collaboratively with each other and our stakeholders to achieve our objectives. • We know the outcomes we want to achieve and when we will achieve them by. • We know where we are now and plan how to achieve those outcomes from that point. • We take action to achieve those outcomes. • We measure and report with honesty our progress towards outcomes. • We observe, listen and adjust our course of action or adapt our outcomes as needed. • We operate with flexibility to try new ideas and use different methods to achieve outcomes. • We take responsibility for our effort, actions and decisions. • We learn and continuously build our capability to achieve outcomes. • We operate with a mindset and practice of excellence in all we do. 		

<p>Role Summary</p>	<p>The Executive Director, Customers and Services (the ED) provides leadership for the execution and operational delivery of SAHA’s housing and tenant management agenda to a diverse customer base. SAHA is the custodian of the affordable housing system in South Australia and this role plays a critical part in delivering the strategy for the housing system. The ED will deliver a customer-focussed state-wide housing service that meets customer needs, and within that mandate has a specific responsibility for the delivery of Aboriginal housing programs.</p> <p>The ED role works across SAHA ensuring that housing and tenant management is executed in practice and that customer needs are identified and feed into strategy and program design. The role is responsible for leading a large division of staff through significant change to ensure business transformation initiatives and organisational culture change programs are implemented and achieved at the service delivery level. The ED will be responsible for improving service performance and reporting outcomes to the SAHA Chief Executive and Board.</p> <p>The ED is a member of the Executive team and actively participates in planning, strategy development and problem solving across all areas of the business, and contributes particular subject matter expertise relating to customer requirements and service delivery. The ED leads and provides guidance to a large team of front-line housing staff to provide housing services to enable SAHA achieve its business outcomes.</p>
<p>Reporting/Working Relationships</p>	<ul style="list-style-type: none"> • Chief Executive, SA Housing Authority • SA Housing Authority Board • Executive Directors, Directors and Senior Managers • Key stakeholders across all levels of government • External stakeholders pertaining to role • Vendors and service providers • Tenants and neighbouring communities
<p>Special Conditions</p>	<ul style="list-style-type: none"> • Successful applicant will be required to satisfactorily complete a Background Screening and National Criminal History Record Check (NCHRC) prior to being employed and every three years. • Intrastate and interstate travel, and overnight stays, will be required. • Some out of hours work will be required.
<p>PRIMARY OUTCOMES</p>	
<ul style="list-style-type: none"> • The SAHA Board vision, direction and strategies for the delivery of housing in South Australia are executed by leading the provision of housing services to customers. • The Customer and Services Division, and SAHA more broadly, is provided with strong, positive leadership and direction and SAHA’s customer and service capability and capacity is developed and enhanced. • Housing service delivery methodology and processes are established, managed and implemented across SAHA in alignment with business transformation objectives. • The Aboriginal Housing program for South Australia is delivered efficiently, effectively and purposefully in line with strategy objectives and desired customer outcomes. • A program of continuous improvement in service delivery is established and executed to ensure the customer impacts achieved reflect the desired outcomes. • SAHA’s strategic service delivery objectives are measured and reported against clearly defined performance criteria enabling ongoing performance review, evaluation and enhancement of related services in order to meet organisational objectives. 	

- Leadership and advice is provided to the Chief Executive and the SAHA Board, and as a member of SAHA's executive team, high level contribution is made to strategic decision-making, planning and problem solving across all areas of business.

ROLE SPECIFIC CAPABILITIES

- Extensive people leadership experience, including demonstrated ability to set direction, delegate, drive performance and develop capacity and capability for a large workforce.
- Extensive experience in operational leadership to achieve customer-focussed service delivery performance and efficiency objectives.
- Strong experience in achieving organisational change objectives, including cultural and operational systems improvement.
- Demonstrated critical thinking capability and ability to conceptualise solutions to complex customer service needs.
- Strong business acumen, including governance, risk, financial and human resource management.
- Highly developed verbal and written communication skills.
- Exceptional relationship management capability with the ability to negotiate and influence at all levels.
- Demonstrated ability to work in a politically and socially sensitive context, with experience in reporting to a Board.

QUALIFICATIONS

Essential	Graduate qualifications in a relevant field of study, such as business administration or similar.
Desirable	Post- graduate qualifications in business management or similar. Relevant vocational accreditations in leadership, six sigma, lean thinking or similar.

CORE ORGANISATIONAL COMPETENCIES - SAES LEVEL 2

The [South Australian Executive Service \(SAES\) Competency Framework](#) comprises of five core competencies which form the DNA of leadership within the public sector. The use of the competency framework enables executives to measure performance and manage succession, building executive strength and talent in public sector roles. The five core competencies and elements of the SAES framework require executives to be able to:

Competency	Elements
Shape Strategic Thinking and Change	<ul style="list-style-type: none"> • Create vision. • Inspire. • Think and act strategically. • Lead and influences change. • Solve problems.
Achieve Results	<ul style="list-style-type: none"> • Achieve and deliver results. • Drive organisational effectiveness. • Exercise sound judgement. • Manage compliance with legislation. • Assume accountability. • Evaluate. • Apply technical expertise.
Drive Business Excellence	<ul style="list-style-type: none"> • Influence organisational performance. • Predict and plan for future organisational needs. • Leads and develop people. • Build capability and expertise. • Promote a client service ethos. • Direct resources.

Forge Relationships and Engage Others	<ul style="list-style-type: none">• Develop and use political savvy.• Negotiate and influence.• Manage conflict.• Promote information sharing and the gathering of knowledge.• Establish and maintain strategic networks.• Communicate clearly and adapt to audience.
Exemplify Personal Drive and Professionalism	<ul style="list-style-type: none">• Model the South Australian Executive Service Values.• Engage with risk and show personal courage.• Display flexibility and resilience.• Demonstrate self-awareness and a commitment to personal development.• Promote and integrate diversity into the workplace.• Value wellbeing for self and others.



HOW TO APPLY

Applications should be addressed to Justin Hinora. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call (08) 8100 8849.

Please Note

Your application will be automatically acknowledged by a return email.