



ACCESS 2 PLACE HOUSING

CHIEF EXECUTIVE OFFICER

JOB & PERSON SPECIFICATION

NOVEMBER 2020



ACCESS 2 PLACE HOUSING

CHIEF EXECUTIVE OFFICER

ROLE DESCRIPTION

Access 2 Place Ltd. provides affordable, accessible and appropriate housing for people living with a disability in the South Australian community. *Access 2 Place Ltd.* is responsible for providing excellence in property and tenancy management, and works in conjunction with appropriate support service providers. *Access 2 Place Ltd.* works in partnership with federal, state and local governments, support agencies and a wide range of stakeholders to achieve best possible outcomes for South Australians living with a disability.

The Chief Executive Officer (CEO) is responsible for the achievement of the Organisation's goals and vision. The position reports directly to the Board of Directors.

The CEO's primary objectives are the overall leadership and strategic development of *Access 2 Place Ltd.* and the development and delivery of high quality, affordable, appropriate, accessible and sustainable housing for people with disabilities.

KEY RESPONSIBILITIES:

The CEO is responsible for ensuring:

- The provision of exemplary and compassionate tenancy and property management for people with disabilities.
- The growth and sustainability of *Access 2 Place Ltd.*
- The long-term viability and quality of *Access 2 Place Ltd.*'s stock portfolio.
- The positioning of *Access to Place Ltd.* as a leading disability community housing provider.

KEY ROLE REQUIREMENTS:

Governance and strategic direction:

- Develop, in conjunction with Board, the Organisation's vision, values, and ensure that these are active in informing policy, governance and service delivery.
- Develop short, medium and long term objectives and develop strategies to ensure their achievement.
- Monitor the Organisation's performance against goals, strategies and budget.
- Advise the Board regarding the most effective organisational structure and oversee its implementation.
- Assess business opportunities of potential benefit to the Organisation.
- Sustain competitive advantage through maximising available resources, encouraging staff commitment and strategically aligning the corporate culture with the Organisation's goals and objectives.

- Establish and maintain effective and positive relationships with Board members, customers, suppliers and other government and business liaisons.
- Undertake the role of key Organisation spokesperson.
- Ensure statutory, legal and regulatory compliance and comply with corporate policies and standards.
- Develop and monitor the risk management framework and ensure the implementation of appropriate policies and control treatments.
- Provide efficient and effective day to day management of the Organisation.

Financial Requirements:

- Ensure financial viability and growth through the development of a financial strategy and adequate financial performance measures, controls and accountability systems.
- Prepare and manage *Access 2 Place Ltd.*'s annual budget and monitor cash flow.
- Meet the requirements of funding agreements in relation to financial management and accountability.
- Develop and ensure the implementation of business continuity processes including internal audit, compliance and risk management processes.
- Assume responsibility of proposals for major capital expenditure to ensure their alignment with corporation strategy and justification on economic grounds.

Property and Asset Management:

- Ensure asset values are maintained through the development of high standard recurrent and responsive maintenance processes.
- Determine property capital needs to ensure long term viability and quality of *Access 2 Place Ltd.*'s assets.
- Identify funding sources for opportunities for growth.
- Protect and grow the asset base by analysing and developing recommendations for the stock portfolio.

Human Resources:

- Develop staff capability and capacity to deliver quality property and tenancy management services to tenants with a disability, customers and the community.
- Effectively manage the human resources of the Organisation, conforming to current laws and regulations, including effective management to provide for the health and safety of employees.
- Determine the term of appointments, performance evaluation and succession planning of direct reports in consultation with the Board.
- Select and appoint key staff.
- Ensure there is an appropriate staff appraisal system in place in the Organisation.

Service Delivery:

- Ensure that *Access 2 Place Ltd.* provides a highly professional service to its customers that is fair, effective and compassionate and responsive to changing customer needs/environment.
- Ensure an adequate appeals process is in place for disputes not resolved through standard procedures.

- Ensure that the Organisation has robust processes to link tenants with appropriate support services.

Community and Stakeholder Relations

- Raise the profile of *Access 2 Place Ltd.* and ensure that its values, mission, programs and services are consistently presented in a strong and positive manner to relevant stakeholders and the community.
- Identify key stakeholders, and develop and maintain sector relationships. Encourage tenant and community support and participation in the monitoring and development of the service.
- Work collaboratively with all levels of Government, the community, regulators, lenders, support providers, other housing providers and the wider community.

Growth and Development:

- Be innovative in increasing affordable and appropriate housing, through additional sources of funding, joint ventures etc.
- Oversee the planning and implementation of new business opportunities, including identifying resource requirements, researching funding sources, establishing strategies to approach funding sources, submitting proposals and administrating records and documentation.
- Respond to a changing environment and lead and direct the change management process where necessary.

KEY CAPABILITIES AND EXPERIENCE

- Commitment to inclusivity, housing and equity of access and delivery of quality housing to tenants with a disability.
- Understanding of housing issues and challenges faced by people living with a disability
- Ability to think strategically and critically assess opportunities and threats in the context of *Access 2 Place Ltd.'s* strategic objectives.
- Ability to be innovative through collaboration with external partnerships.
- Ability to identify and manage risk.
- Ability to seek opportunities to grow the core business and develop ways to continually improve services to clients, within the boundaries and limitations of the social housing environment.
- Experience in leadership of a staff team and management of human resource issues.
- Experience in developing and managing a budget and maintaining a range of financial controls.
- Experience in property management and development.
- Significant knowledge of legislative, regulatory and financial requirements relating to community housing, property development, and tenancy management.
- Understanding of the current issues facing social housing providers in South Australia.
- Well-developed communication skills and excellent leadership and motivational skills.
- Relevant professional qualification.



HOW TO APPLY

Applications should be addressed to Andrew Reed and 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.