

- Leading Not for Profit Organisation with great benefits
- Employer of Choice – Winner of Macarthur Regional Business Awards 2019
- Contract position ending early 2021

### About us

Hume Housing is a nationally accredited Tier 1 Community Housing Provider. Currently, Hume provides homes and services to close to 9,000 customers across NSW. Hume's purpose is to *Create opportunities for people to prosper*. We develop and construct new properties, undertake the tenancy and property management of social and affordable housing, and provide services and support to our diverse customers through a range of partnerships and programs. Hume engages with customers to provide housing options, maintain their tenancies, build resilience, participate in local community life, and to prosper. Hume works within a collective impact approach, working with the community stakeholders, seeking out what is needed and identifying appropriate partners to design and deliver services.

*We are Champions of change, Creators of connectivity, Builders of resilience and Determined to succeed.*

The Chief Operating Officer (COO) is part of Hume's Executive Team and is responsible for the attainment of the strategic objectives of the organisation; Growth; Social Impact and Thriving Organisation, as they relate to all operational activity in the Housing and Community, Housing for People with a Disability and Social impact departments. This is achieved through providing visionary and strategic leadership and the ability to translate that vision into measurable goals and definitive actions that advance the purpose of Hume.

Whilst the COO is responsible for the responsive day to day decision making for Hume's operational portfolio and the provision of a high-quality tenancy and property management service, the role is also responsible for building Hume's reputation, networks and operational growth opportunities, along with ensuring a vibrant and financially sustainable future for Hume.

This is a great opportunity for a dynamic and experienced leader to make a positive contribution during the contract period of approximately 6 months.

Your responsibilities will include but not be limited to;

- Provide leadership in the day to day decision making on Hume's operational departments activities
- Ensure a customer centric experience for service users, reflected in customer and stakeholder feedback results
- Implement, run and report on attainment against Hume's Social Housing outcomes framework (SHOF)
- Deliver internationally benchmarked best practice, day to day tenancy and property management services.
- Source, shape and influence new partnerships and relationships that result in growth
- Develop, implement and monitor relevant strategic and service delivery goals and KPI's
- Ensure a data driven approach and culture to performance, understanding where performance could improve and driving efficiency gains

### About you

You are a collaborative and established leader who can demonstrate success in meeting strategic and operational outcomes in a similar environment. You must have excellent self-awareness, emotional intelligence and a driving passion for delivering the most efficient and effective customer experience to those often facing challenging and complex personal issues.

As an Executive at Hume, you must be able to demonstrate relevant experience in:

- Inspirational leadership that drives an organisations values, vision and service delivery plan through various multi-disciplinary teams.
- Leadership, coaching and development: an ability to support, empower and drive employee performance and behaviour.
- High degree of financial and budget management and reporting.
- Managing and adhering to contractual commitments with governments
- Commitment to customer service excellence, innovation and continuous improvement.
- A strong focus on data analysis to improve operational efficiency and effectiveness.
- A solid understanding of social housing policy, best practice and programs (desirable)
- Hume is a values-driven company, so it's important that you share our values!

### Why work for us?

We are looking for a candidate who can bring their A game to our organisation. Someone who can very quickly add value and is happy to share their experience and know how.

In return we offer a very competitive salary package, a supportive Executive peer group and team and a terrific organisation which is truly values led and focused and committed to our purpose, which is to create opportunities for people to prosper.

The COO will be required to travel between all Hume offices at a time that suits them and will be able to work flexibly one day a week from home.

*Want to know more? See our website for more information*

<https://www.humehousing.com.au/index.html>.

*Don't miss out on this fantastic opportunity to work for a company making a real difference. Apply now and submit your resume **with** a covering letter to [recruitment@humehousing.com.au](mailto:recruitment@humehousing.com.au). Applications close COB Friday 29 May 2020.*

*Hume Community Housing is committed to a workplace where our team members prosper, and diversity and inclusion are a valued part of our vibrant and connected working community. We encourage and welcome applications from women, people with a disability, Aboriginal and Torres Strait Islanders, LGBTQIA, older people and people from culturally and linguistically diverse backgrounds.*