

# National Manager Operations



Community Housing Limited (CHL) Group of Companies is an innovative and best practice affordable housing organisation which assists access to, develops and manages sustainable housing for people in need. Our senior leadership team is essential in ensuring the continued high-quality delivery and expansion of social and affordable housing services.

We are seeking a highly skilled, motivated, and passionate leader who will be responsible for managing and overseeing the company's housing operations in Australia, ensuring responsive, high quality efficient services are delivered to customers. This includes the management of business improvement, staff safety, and oversight of effective partner relationships.

As this is a nationally focused role, all we ask is that you are located an hour away from any of our offices from which we operate. We have offices in Tasmania, Victoria, New South Wales, Queensland, South Australia, and Western Australia. Please refer to our website for a more detailed list of our office locations.

## **You will:**

- Ensure CHL operations nationally achieve consistent, efficient and effective standards whilst being adapted to various contract requirements
- Ensure a quality assurance and control framework is implemented across all housing operations
- Oversight of the development and maintenance of effective and respectful partnering in the delivery of services to customers
- Manage the Business Improvement Team and promote a continuous improvement culture
- Management of CHL's WHS team and implementation of CHL's WHS framework
- Manage national operational and strategic risks in response to CHL's risk management plan
- Ensure operational policies and procedures are reviewed and updated as required
- Report to Senior Management and the Board on company performance and operations

## **What will success look like?**

You will have demonstrated senior management experience in the not for profit or community sector, including the ability to develop and lead high performance teams in diverse and geographically dispersed areas. In addition, you will have an in-depth knowledge and understanding of the community and public housing sector, including a commitment to best practice and continuous improvement. You will also have:

- A degree in social science, social work, or related field
- Exceptional leadership skills that engage and drives others to deliver strategic objectives
- Demonstrated leadership experience in the management of community housing operations
- The ability to communicate, negotiate, and influence with a range of stakeholders
- High level strategic thinking, including facilitating various perspectives, risk assessments, and developing solutions for long term sustainability
- Strong financial management skills
- The ability to foster strong relationships with stakeholders that are critical to ensuring CHL's objectives
- A commitment to the right of all people to affordable and sustainable housing.

In return we offer a competitive salary, access to training and development and a range of other excellent benefits. For more information about working with The CHL Group please visit our website <https://chl.org.au/careers/working-at-chl/benefits-of-working-at-chl/>.

CHL actively promotes safe working with children, a satisfactory police check is required for all staff and those with client related responsibilities are required to provide a working with children & NDIS check.

As an equal opportunity employer, CHL works closely with people from a diverse range of backgrounds.

CHL acknowledges the traditional Aboriginal owners of country throughout Australia and we pay our respects to them, their culture and their Elders past, present and emerging

**Applications close: Monday 20 September 2021**