

Community Housing Industry Association NSW

Position title: Chief Executive Officer
Reporting to: Chair of the Board of Directors

Purpose of the position

Reporting to the Board of Directors, the CEO is responsible for strategic and operational business planning and performance, and the management of day-to-day operations, people and resources. The CEO is also responsible for ensuring compliance with legal, regulatory and contractual obligations while overseeing the sustainability of the organisation.

As the CEO of a peak body an aspect of the role is ensuring that CHIA NSW best supports its diverse membership base. This includes sector capacity building and industry development initiatives, the provision of training, leading policy and advocacy development and being a primary spokesperson for the community housing industry.

The CEO must be able to build the profile of the industry and represent its interests through relationships with a range of external stakeholders, including State and Local government agencies and Ministers, other housing and homelessness peaks, finance and property industry representatives, and through effective communication and media strategies. A key focus will be working collaboratively with the national industry peak CHIA National and other State and Territory CHIA associated entities, and supporting the development of the Aboriginal Community Housing Industry Association (ACHIA).

Key accountabilities

STRATEGY

- Work with the Board to develop and implement strategic and annual business plan documents that deliver on CHIA NSW's Mission, Vision and Values.
- Ensure organisational and human resource management plans support CHIA NSW to meet its current and future needs for staffing, systems, skills and processes.
- Maintain awareness of business, economic and political environments and evaluate the potential impact on the community housing industry.

POLICY DEVELOPMENT

- Oversee research and the development of policy positions on agreed issues that best reflect the needs of members and the industry as a whole, with a focus on NSW.
- Work to influence policy development by funders, regulators and related peak bodies.
- Provide high level strategic advice to the Board and members.

LEADERSHIP AND ADVOCACY

- Foster effective relationships with all stakeholders, including members, ACHIA, State and Local Government Agencies, community representative groups, other state and territory and national housing and homelessness peaks, property and finance industry representatives.
- Build and maintain an effective relationship with the CEO of the national peak, CHIA National and its associated entities.

- Develop and maintain systems to identify emerging stakeholders and build relationships.
- Build the profile of the industry and its members and be recognised as an industry leader:-
 - Manage and develop the company’s communication plan, publications, media/internet exposure and public relations initiatives to build the profile of the industry and in line with agreed policy positions.
 - Participate in seminars, forums, or conferences that raise the profile of the community housing industry and contribute to the understanding and promotion of social and affordable rental housing.

INDUSTRY DEVELOPMENT AND TRAINING

- Oversee the training and professional development function, and its reporting and compliance requirements.
- Build the ongoing case for investment in the community housing industry.
- Support members through the delivery of industry development initiatives and projects.

GOVERNANCE AND OPERATIONS

- Ensure that the operations of CHIA NSW are in accordance with its strategic goals.
- Ensure the effective financial management of the organisation, including any reporting to funding bodies.
- Explore options for alternate sources of funding to help ‘future proof’ the business.
- Regularly evaluate and report on the effectiveness of CHIA NSW against its strategy, and make recommendations for change as required.
- Ensure that all staff have annual KPIs in place that align to the organisation’s purpose and mission.
- Model desired organisational behaviours through mentoring and coaching.
- Continue to invest in professional and personal development for all staff.
- Provide information to the Board on critical issues such as risk management and work health and safety.
- Identify and appropriately implement best practice policy, process and technology across the business.
- Ensure CHIA NSW meets all of its reporting and accountability requirements.
- Promote transparency and inclusion among members.
- Ensure the provision of administrative support to the Board of Directors including scheduling meetings, arranging meeting papers and recording minutes and actions arising.

Decision making and Delegations of Authority

The CEO works autonomously within the broad framework agreed with the Board of Directors. The incumbent is expected to display extensive professional experience, knowledge and business acumen to make independent decisions relating to the strategic agenda and operation of the business. The CEO will solicit advice and guidance, when appropriate, from the Board of Directors.

The CEO is expected to work within the delegations of authority approved by the Board and to act in accordance with all applicable laws.

CHIA NSW

Job title: Chief Executive Officer

Knowledge, Skills, Competencies

Key Success Factors	Desirable
Qualifications Management Experience	<p>Relevant tertiary qualifications.</p> <p>Extensive knowledge of public policy and advocacy experience, ideally in the housing or related sectors.</p> <p>Experience in member based organisations.</p> <p>Organisation / people leadership and management at a senior level.</p> <p>Senior executive experience in media and government relations.</p> <p>Business acumen, including strategic planning and financial management</p> <p>Track record in leading reform and improvement.</p>
Management	<p>Experience in establishing policies, practices and procedures to meet regulatory, legislative and contractual compliance.</p> <p>Sound accounting, financial control and reporting skills; anticipates financial challenges and works with others to identify sustainable solutions.</p> <p>Ability to align people management practice and engage staff by building links to strategy and purpose.</p>
Communication Skills	<p>Ability to express complex ideas clearly and tailor the delivery to the audience.</p> <p>Ability to create and communicate an inspiring vision that supports the industry and helps to influence policy makers.</p> <p>Cultivates shared goals and rallies support for those goals.</p> <p>Ability to use media strategies to raise awareness and build profile.</p>
Strategic Thinking	<p>Anticipates trends impacting the industry, assesses the impact and identifies appropriate responses.</p> <p>Positions the sector to benefit from new opportunities.</p> <p>Focuses on long-term sustainability.</p> <p>Understands fully the resources required for the organisation's operational purposes.</p>
Interpersonal and leadership qualities	<p>Demonstrated high-level interpersonal skills.</p> <p>Evidence of sharing both responsibility and accountability.</p> <p>Inspires and motivates others.</p> <p>Ability to engender trust in others and perform with integrity.</p> <p>Values diversity.</p> <p>Is committed to achieving organisational goals, and delivering on member priorities.</p> <p>Alignment of values to industry mission and purpose.</p>