

Position Description

Chief Executive Officer

About the Opportunity:

Lead and innovate as the next impactful Chief Executive Officer (CEO) of Bridge Housing, a not-for-profit Tier 1 community housing provider (CHP) and real estate agency committed to changing lives through quality services and increased housing.

In 2024, a pivotal year in our thirty-year history, Bridge Housing aims to play a transformative role in the Australian housing sector. Key initiatives include leading the development of a mixed-tenure master precinct in Redfern and exploring opportunities within the Housing Australia Future Fund.

We also prioritize implementing a digital strategy and Customer Care Hub to position Bridge Housing for future growth. We aim to deliver award-winning services to customers and inspire staff with a human-centred service culture.

The successful candidate will be pivotal in driving our transformative internal projects, advocating for additional social and affordable housing, and purposefully growing our property portfolio through acquisition and development to address the housing crisis.

Primary Responsibilities:

Reporting to the Board, the CEO will lead Bridge Housing's strategy and operations with a focus on the following priorities:

1. **Understanding the Sector, Stakeholders, and Policy Environment:**
 - Authentically connecting with tenants and stakeholders in an evolving policy environment.
 - Utilize evidence-based insights and tenant lived experience to inform decision-making.
 - Stay informed on domestic and international social and affordable housing trends for advocacy, thought leadership and potential local adaptation opportunities.

2. **Ensuring Financial Sustainability and Operating Efficiencies:**
 - Manage Bridge ensuring efficient and sustainable financial performance.
 - Supervise the cost-effective capital management of Bridge including accessing debt, government funding and third-party partnerships.
 - Deliver on-time, on-spec and within budget all property procurement and development.
 - Ensure compliance with financial covenants in all debt arrangements.
 - Drive continuous improvement of tenant satisfaction and staff engagement.
 - Oversee waiting list assessments, effective allocation, occupancy levels, void and vacancy times, arrears and timely, quality maintenance services.

3. **Presenting an Authentic Face to the Community and Advocating for the Sector:**
 - Be a visible thought leader in the social housing sector.
 - Advocate for tenants and advisory groups to partners, governments, and media.
4. **Balancing Social Outcomes with Commerciality:**
 - Ensure that we adhere to our Mission to deliver sustainable social, environmental, and governance impacts while providing commercial disciplines underpinned by financial sustainability.
5. **Providing Quality Homes and Housing Services:**
 - Fulfil the organisation's objectives by addressing and reducing housing needs in Sydney.
 - Ensure secure, affordable accommodation and continuous improvement of all services, particularly tenant-facing maintenance services, to help tenant communities thrive.
 - Identify strategic growth and new income stream opportunities aligned with our Strategic Plan.
6. **Developing and Executing a Sustainable Strategy:**
 - Collaborate with the Board and Executive Team to refine the organisation's three-year Strategic Plan to ensure that it remains relevant and sustainable.
 - Determine our growth, innovation, and consolidation ambitions across different regions, segments, and internal operations/resourcing.
7. **Leading, Inspiring, and Developing the Team:**
 - Foster a dynamic, collaborative Executive team that develops our 100+ employees to achieve values-driven, high-performance, and community-minded impacts.
 - Implement effective diversity and inclusion strategies that promote employee retention and engagement.
8. **Fostering a Culture of Integrity, Innovation, and Inclusion:**
 - Ensure a coherent product and service vision centred on integrity, inclusion, and innovation.
 - Drive a responsive and agile approach to property development and service delivery including wellbeing, employment, and education tenant engagement programs.
9. **Managing Governance and Risk:**
 - Maintain our positive governance culture that values transparency with the Board and all stakeholders.
 - As the Bridge Housing becomes increasingly complex, ensure business focus on risk management and learning from successes and missteps.

10. Initiating and Maintaining Partnerships:





- Continue to develop and maintain our resilient, mutually beneficial relationships with diverse entities that we rely upon to meet our objectives including government, NGOs, lenders, and business and community organisations with differing goals.

11. Cogenerating with the Board:

- Foster an open, collaborative, participatory working relationship with the Board, leverage their expertise and champion ideas.

What will you bring to the role?

Competencies: Qualified candidates for this critical role must demonstrate the following competencies.

 Functional	 Sector	 Scale & scope	 Business cycle
Essential Desirable	Essential Desirable	Essential Desirable	Essential Desirable
<input type="radio"/> Financial manag't	<input type="radio"/> Housing/Property	<input type="radio"/> Lead distrib'ed team	<input type="radio"/> Grow
<input type="radio"/> Asset manag't	<input type="radio"/> Community housing	<input type="radio"/> Australian exper'nce	<input type="radio"/> Acquisition/Integ'n
<input type="radio"/> Advocacy	<input type="radio"/> Social services	<input type="radio"/> Global awareness	
<input type="radio"/> Governm't relations	<input type="radio"/> Government	<input type="radio"/> Report to a Board	
<input type="radio"/> Property acquisition	<input type="radio"/> Not-for-profit		
<input type="radio"/> Property developm't			
<input type="radio"/> Property mainten'ce			

Candidate Profile:

We are seeking candidates with:

- CEO or Executive experience ideally with some exposure to the social services sector or to not-for-profit organisations.
- Demonstrated leadership in managing commercial businesses.
- Values-based leadership with a passion for changing lives.
- Strong financial and commercial acumen, ideally including capital management experience.
- Property-related expertise for social and affordable housing delivery.
- Robust project management experience.
- Exceptional interpersonal and communication skills.
- Extensive experience in organisational transformation and strategy.

Location: The role is based in Bridge Housing's Sydney head office. The CEO is expected to spend time across the Organisation's offices and portfolio.

Compensation: The CEO is paid a competitive compensation package commensurate with the important responsibilities of the role in a for-purpose organisation.

Useful links:

[Strategic Plan](#)

[FY 2023 Impact Report](#)

[FY 2023 Financial Statements](#)