



Tūhono mai

Be a part of our team



Mō tēnei tūranga Position Description



Title: Chief Executive
Reports to: Kāinga Ora Board
Financial Delegations:

Direct Reports: 12

Business Group: OCE
Location/s: Auckland/Wellington
Budget:

- \$1.9 billion operating expenditure
- \$2.7 billion operating income
- \$1.65 billion capital expenditure
- \$450 million land sales revenue

Indirect Reports: 2500

Mō mātou - Our Organisation

Building better, brighter homes, communities and lives.

What is exciting about working for Kāinga Ora is getting the chance to use our skills and knowledge to create the homes and neighbourhoods that will make a real and positive impact on New Zealanders' lives and build a better future for Aotearoa New Zealand.

We are passionate about transforming New Zealand for the better. This includes being a trusted partner for Māori and iwi, protecting and enabling their rights, interests and aspirations under the guidance of Te Tiriti o Waitangi.

Our past has laid the groundwork and now as a team, we are focused on creating a legacy for the good of future generations of New Zealanders.

You can/will be part of a team that plays a vital role in where Aotearoa New Zealand is heading.

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 **Kāinga Ora**
Homes and Communities

We provide tenancy services to over 199,000 public housing customers and we maintain and develop around 78,000 houses. We help many other New Zealanders into their own homes through our home ownership products and other services.

We are building many thousands of homes each year and transforming entire communities all across the country. And we have an exciting plan for the future that will enable us to do more to help New Zealanders than ever before.

Ō Tātou Uara - Our Values

Our values were developed by us, for us. They unite us as an organisation and guide how we work every day. Our values are:

- Manaakitanga – People at the Heart
- Mahi Tahi – Better Together
- Whanake – Be Bold

Ngā mahi - What you'll do

The role of Chief Executive Officer of Kāinga Ora – Homes and Communities (Kāinga Ora) is ultimately to deliver on the purpose of the organisation to support our tenants to live well in our homes and ultimately move to independent living as their situation allows. Accordingly the role of the Chief Executive is one of leadership, pursuit of outstanding operational and commercial performance, culture making and facilitation of a critical nationwide programme delivering on excellent social housing and tenancy management.

The Chief Executive is responsible to the Board of Directors for all aspects of the performance of the organisation; financial, commercial, operational, and strategic. Working closely with the Board, the Chief Executive must be capable of reconciling any issues impacting on the organisation in a manner which satisfies the Board. The Chief Executive also works in partnership with the Ministry of Housing and Urban Development as the system lead and Crown entity Monitor and with wider central government agencies as required.

Having recently received Cabinet approval of Kainga Ora's Reset Plan, the Chief Executive is responsible for continuing the delivery of the Reset implementation plan for Kāinga Ora and execution of the transformation plan. This will involve continuing the re-alignment of the organisation, continuing to build the focus on commercial performance, championing the enhancement of technology and digital services to support the organisation and its customers, and re-aligning the culture to deliver on the plan. In particular the Chief Executive will be responsible for embedding an operating model that assures the long-term financial sustainability of the organisation and the delivery of its services.

The Chief Executive plays a crucial role with external stakeholders, partners, financiers, and support organisations to continue to grow trust and confident in the organisation. Key aspects of achieving this include delivery the remaining capital programme, successful implementation of the property portfolio renewal programme and the maintenance of a quality public housing portfolio that aligns with current and future tenant needs.

The Crown investment in Kāinga Ora is significant and there is a high level of associated public interest. This makes the Kāinga Ora Chief Executive a prominent and important position for internal stakeholders and staff, government, customers, iwi, unions, and the broader community. The role requires a highly credible and engaging leader who is politically astute, commercially minded, and confident in their ability to promote Kāinga Ora positively both internally and externally.

Ngā haepapa - What you'll be responsible for

The Chief Executive leads Kāinga Ora to define and successfully deliver core activities, functions as a public housing landlord and responsible asset manager.

The Chief Executive provides exceptional operational and commercial leadership and sponsors organisation and system transformation and system capability initiatives which optimise Crown funding and minimise waste such as the Housing Delivery System. Their leadership style ensures transparency, good governance and effective decision making. They leverage others expertise, capability, and investment to deliver the Kāinga Ora work programmes and outcomes.

Principal Accountabilities	Key Result Areas
People Leadership	<ul style="list-style-type: none">• Provide clear and visible leadership to our people, partner and stakeholders.• Build an effective organisational culture that aligns with Kainga Ora’s new operating model.• Leverage the collective intelligence of Kāinga Ora, by leading collaboratively to get the best results possible for customers, communities, and stakeholders.

Operational Leadership & Change	<ul style="list-style-type: none"> • Provide excellent operational leadership driving a critical performance focus throughout the organisation's leadership to continue delivery of the Cabinet approved Kainga Ora Reset Implementation Plan • Deliver any outstanding changes required to continue the alignment the organisation to its future role and operating model
Customer Delivery	<ul style="list-style-type: none"> • Oversee the delivery of excellent public landlord services to a diverse and complex range of clients, supporting client outcomes that enhance our tenants ability to live well in our homes and consequently experience improved life outcomes over time.
Sustainable Financial Performance	<ul style="list-style-type: none"> • Ensure the organisation continues on a pathway to a medium-term financially sustainable position in line with the Reset Plan and ensure the financial model preserves financial sustainability over the long-term.
Technology and Digital services	<ul style="list-style-type: none"> • Sponsor the finalisation and successful implementation of Kainga Ora's yet to be developed Technology and Digital strategy including providing effective commercial and programme oversight over systems and required technology investment.
System Leadership	<ul style="list-style-type: none"> • Lead Kāinga Ora's interface with the wider public sector policy environment. Build and champion the reputation of Kāinga Ora, and its brand through influencing key partners, and authentic partnerships and collaboration.
Relationships with Māori	<ul style="list-style-type: none"> • Lead a partnership-based approach to working with Māori. • Champion the identification and protection of Māori interests across our mahi through meaningful engagement. • Lead the active pursuit of shared opportunities for Māori participation in urban development.
Organisational Performance	<ul style="list-style-type: none"> • Position Kāinga Ora to deliver on the SOI (statement of intent), and SPE (statement of performance expectations), including the LOE (letter of expectation) from the Minister. • Deliver annual financial targets

Urban Development	<ul style="list-style-type: none"> • Ensure the successful delivery of Kainga Ora's committed large-scale development projects
Construction and Delivery	<ul style="list-style-type: none"> • Embed operating principles and models that provide for the efficient maintenance of the housing asset portfolio, and including the revitalisation of housing stock to meet and anticipate customer needs over time. Continue to drive strong commercial outcomes from the delivery of good quality public housing within Kāinga Ora's existing build programme
Governance	<ul style="list-style-type: none"> • Build a deep, trusting relationship with the Kāinga Ora Board. • Astutely manage relationships with Ministers (led by the Board Chair), Minister's offices and executives of other key agencies. • Grow and develop a positive and purposeful monitoring relationship with the Ministry of Housing and Urban Development and The Treasury.

Performance Profile

The following factors are critical for the Chief Executive to succeed in this position:

- Outstanding and focused operation leadership of the organisation and its programme of work
 - Strategic oversight, unrelenting commercial focus, decisiveness and action orientation
 - Ability to build trusted working relationships with the Kāinga Ora Board, Ministers, Ministry of Housing and Urban Development, iwi, treaty partners and local government
 - Ambitious and resolute in driving organisation and sector performance
 - Track record in building high performing culture in large organisations
 - Adeptly managing change
 - Effective management of strategic and operational risk
 - Experience in major technology programme delivery would be advantageous.
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