



Tūhono mai

Be a part of our team



Mō tēnei tūranga - Position Description



Title: Chief People and Assurance Officer
Reports to: Chief Executive Officer (CEO)
Financial Delegations: TBC
Direct Reports: 6 - 9

Business Group: People and Assurance
Location/s: Auckland or Wellington
Budget: TBC
Indirect Reports: 200+

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 focussed on creating a legacy for the good of future generations of New Zealanders.

You will be part of a team that plays a vital role in where Aotearoa New Zealand is heading. We provide tenancy services to over 187,000 public housing customers and we maintain and develop more than 65,000 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 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.

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PO Box 2628
Wellington 6140

0800 801 601
enquiries1@kaingaora.govt.nz



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

Our People and Assurance Group

The People and Assurance Group focuses on ensuring that Kāinga Ora is a great place to work and ensuring our workforce and capabilities are aligned with the organisation's priorities. The People and Assurance group supports our decision making and regulatory compliance, leads our approaches to risk management, and leads our communications, engagement and marketing strategies.

Ngā mahi - What you'll do

The **Chief People and Assurance Officer** ensures Kāinga Ora has the talent and high-performance culture necessary to achieve its strategic goals.

This position requires an influential and results-driven executive who, through a commercial lens, can champion enterprise-wide change.

Ngā haepapa - What you'll be responsible for

- Driving a high-performance culture in which people have the necessary commercial acumen in to ensure decision making occurs through a commercial lens.
- Oversight of identification and execution of initiatives and wider interventions to improve the organisational health of Kāinga Ora.
- Acting as the Chief People Officer to the Chief Executive Officer, ensuring people decisions are strategic, commercially sound, and operationally effective.
- Ensuring the People and Assurance Group is an enabler of business success and performance.
- Leading discussions with the Board and key external stakeholders through a strategic and commercial lens, ensuring strategic oversight of People and Assurance priorities.
- Oversight of Government interface and external relationship management and of internal governance processes.
- Driving the communications, engagement and marketing efforts of Kāinga Ora to ensure integrated and effective communication and engagement strategies across external and internal communications, enhancing the organisation's reputation and fostering strong relationships with stakeholders, communities, and employees.
- Shaping and delivering People strategies and frameworks which enable Kāinga Ora to achieve its strategic goals.
- Delivering a workforce strategy and plan to ensure a cost-effective workforce model which meets the needs of the core social housing mandate of Kāinga Ora.

- Overseeing the financial performance of the People and Assurance function, ensuring budgets are optimised, well-managed and aligned with organisational priorities.
- Ensuring the organisation adheres to legal, regulatory and policy requirements, including optimal management of strategic and operational risks.

Ngā rōpū whaihua - Who you'll work with

Key Internal Relationships:

- Chief Executive
- Executive Leadership Team (ELT)
- Senior People Leaders

Key External Relationships:

- Minister's Office
- Other government agencies
- Sector groups and networks

Ngā pūmanawatanga ōu - What you'll need

To be successful in this role the **Chief People and Assurance Officer** will have:

- Extensive senior leadership experience successfully collaborating with other senior leaders to drive organisational performance.
- At least 15 years' experience leading multi-functional groups.
- Deep subject matter-expertise in one or more of the functions led by this role.
- Demonstrated ability to lead strategically through a commercial lens.
- Experience in leading commercially successful outcomes through organisational change and transformation.
- Resilience and self-awareness to lead and sustain change and navigate and succeed in the Public Sector environment.
- A collaborative leadership style, with the ability to motivate and inspire large cross-functional teams to deliver with excellence.
- Demonstrated ability to develop highly effective mutually beneficial and collaborative partnerships internally and externally.
- Excellent interpersonal, relationship management and complex problem-solving skills.
- A bachelor's or master's degree in a field related to the responsibilities of this position is preferred.
- Understanding of partnership obligations under the Treaty of Waitangi and experience in working with Iwi and Māori organisations, communities, councils and other key stakeholders.

Leadership Attributes

Leadership is the mind-set, skills and behaviours used to inspire and provide direction for people to achieve the outcomes for Kāinga Ora. Kāinga Ora has determined the following attributes for this role as outlined below.

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Values relationships Builds and nurtures trusting relationships with direct reports, their teams and leader. Builds and nurtures relationships with colleagues, stakeholders, iwi, partners, suppliers and our communities. Tailors how they communicate for their audience. Looks first to their own areas for improvement before turning to others.	People focused Actively works to understand people to ensure the best work experience possible for them. Recognises everyone is different and is curious about what makes people tick. Is aware of their own paradigms and influences, and the impact this has on the behaviours and attitudes they bring to work and relationships. Comfortable being themselves and admitting to being less than perfect. Identifies personal development areas through reflection and feedback, and shares these with their team and leader. Puts their people's needs ahead of their own. Understands the importance of language and carefully considers the words they use and their impact. Recognises that we are all human and are constantly iterating and innovating.
Develops people and the organisation Continuously seeks to understand their people in order to motivate and enable their development. Provides tailored feedback, coaching and development that motivates at the right time.	Delivery Focused Develops clear expectations of delivery objectives and expectations. Organised, consistent and disciplined approach to work.
Enable and empower Chooses to trust others first. Develops clear outcome frameworks that enable their teams to make decisions and develop new ways of working. Identifies assumptions and is comfortable with uncertainty. Is comfortable not having all the answers. Takes responsibility for their actions and the work programme of their wider teams. Recognises and emphasises their people's input over their own.	Leads our Culture Frames challenges as development opportunities and encourages this in others. Fosters an environment where input and feedback are welcomed, well-intended and develop others. Gathers input with different experiences and viewpoints as part of decision making. Role models our values and highlights positive examples from within their wider teams. Leads with humility, emphasising the obligations and responsibilities that come with the role.
Ambitious and Innovative Transparent about ambition for organisation. Actively embraces and is curious about doing things differently and encourages others to do so. Enables bottom-up change, embedding behaviours, practices and processes that create both permission and a sense of responsibility for their teams to embrace and drive change	Embraces Diversity and Inclusion Holds themselves and their teams responsible to identify, address and minimise bias wherever they encounter it. Acknowledges and values different opinions and perspectives to get better outcomes. Supports the inclusion of different ideas, viewpoints and questions from their teams and others. Takes responsibility for developing own and their teams' cultural capability
Applies Māori Leadership principles	Leads Strategically

Applies principles of Rangatiratanga, Whakaiti, and Ako Demonstrates active consideration of Te Ao Māori, Tikanga Māori, Te Tiriti o Waitangi, and Māori values and perspectives when: • Leading and developing their team. • Developing their strategies and work plans. • Influencing organisational culture and performance. • Supporting a culturally safe environment. Engaging with Kāinga Ora employees, customers, communities, stakeholders and treaty partners plan fits into the strategy, and how it connects to vision and values.	Understand the outcomes we are seeking to achieve, our “why”. Thoughtful, considered, consistent, long term and fact based when establishing direction and work plans. Develops a clear strategic framework for their wider teams to work within that aligns with the overall strategy of Kāinga Ora. Focuses their teams on achieving those outcomes. Communicates how the strategy connects to the functions they perform. Aligns work plans across their wider teams with Kāinga Ora outcomes and purpose. Recruits based on immediate and future needs for their wider team and business unit.
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