

Operations and compliance manager

Position description

LinkPeople

LinkPeople is a registered community housing provider and provider of services that support people into a home and to remain housed. At LinkPeople, we believe that housing is a fundamental human right, not a reward, and our work is underpinned by the Housing First philosophy that a stable home is the foundation of wellbeing. We recognise that housing instability and homelessness are highly complex issues that require a community-wide approach to solve. Once housed, other issues that may affect people can be understood and addressed with a range of supports that are personalised, culturally-appropriate and acknowledge the trauma that is often part of their lives. As choice is central to the Housing First approach, a key aspect of our service is to offer the people we work with choice about their goals and aspirations, and to support self-determination on their recovery journey.

Manaakitanga is a foundation and core driver for LinkPeople and is at the heart of everything we do. From point of first contact with a person and their whānau, we focus on making people feel welcome and cared for through respectful and nurturing interactions. We want all people – including those we support, staff members, stakeholders, and partners - to have an empowering and mana-enhancing experience with us. Our aim is to develop whakawhanaungatanga – relationships where people feel included and able to work collaboratively and collectively towards recovery.

LinkPeople is part of The Wise Group, a family of community organisations sharing a common purpose – to create fresh possibilities and services for the wellbeing of people, organisations and communities. The Wise Group is a Peak Performing Organisation, which has a focus on enabling individuals and organisations to continuously exceed their best in the pursuit of an inspiring purpose.

Purpose

The purpose of the operations and compliance manager is to enable LinkPeople to efficiently meet its contractual and regulatory obligations in the provision of social housing and support services. This includes ensuring that LinkPeople complies with legislative and regulatory frameworks that are relevant to our work and operation as a community housing provider. The operations and compliance manager will also ensure that LinkPeople has fit-for-purpose and nationally consistent systems, policies and processes in place to deliver safe, effective and quality services. The role will stay up to date with changing requirements and provide leadership for LinkPeople within the community housing sector.

The operations and compliance manager reports to the Chief Executive and sits on LinkPeople's senior leadership team. It is a national role and will work closely with the other two national roles on the senior leadership team – namely, the workforce development manager and the Māori strategic lead – to ensure that LinkPeople's infrastructure and workforce together deliver responsive and effective

services. The operations and compliance manager will also work with regional managers to ensure national consistency across our infrastructure.

Focus

- Maintaining in-depth knowledge of current legislative, regulatory and contractual requirements applicable to community housing providers and our support services. Ensuring these are reflected in LinkPeople's policies and processes.
- Oversight of LinkPeople's systems and platforms, reviewing and ensuring these are fit for purpose. Initiating projects to introduce new platforms, systems, frameworks, tools where required.
- Finding opportunities within LinkPeople to continuously improve business operations: identifying pressure points and facilitating future-ready solutions.
- Working collaboratively and proactively with Wise Group partners and other key stakeholders to help deliver on LinkPeople's priorities, strategies and our focus on housing people. In particular - managing the interface between LinkPeople and Wise Property Solutions and working in partnership with Finance to strengthen our business.
- Leading and managing audit responses for LinkPeople.
- Leading the response to new business opportunities in partnership with other national roles – for example, RFPs for services that align with our strategic direction.
- Overseeing the design of new services.
- Contributing a national systems perspective to the LinkPeople senior leadership team to support close connection and consistency between national and regional direction.
- Providing inspirational leadership and management to members of the national office and business support teams who report to the role, supporting their growth, development and ongoing wellbeing through effective coaching.
- Effectively managing resources and the operating budget attached to this role/team.

Attributes

Enabler You are a mover and a shaker and make possibilities happen for the people and communities we serve.

Doer Demonstrated by your 'whatever it takes' approach, you think beyond yourself and take opportunities to help others.

Tenacious You focus on doing the best by the people we serve, which means you never give up and role model perseverance and commitment to a successful outcome.

Dynamic You are energetic and proactive and thrive in a changing environment.

Passionate You inspire others with energy, enthusiasm, and motivation to take action.

Respectful You support people with dignity and respect and ensure that they are provided with choices around services they receive.

Authentic You build rapport quickly, engage with people in a warm and genuine way and do what you say you will do.

Aroha You hold people at the heart of your work, being non-judgmental and showing unconditional positive regard.

Requirements

Essential

- Relevant tertiary level qualification.
- Operational leadership and strategic level experience, with strong preference for housing sector experience.
- Understanding of business operations and proven experience in developing policies and processes.
- A systems thinker who can understand, analyse, identify gaps in systems and processes and lead in creating new solutions.
- Strong ability to manage, oversee and deliver projects, programmes and outcomes.
- Commitment to continuous quality improvement
- Excellent written and verbal communication skills
- Experience with effectively leading and managing people
- An understanding of financial documentation and implementing budgets
- Excellent ability to work in partnership with colleagues and other stakeholders
- Able to navigate complexity and work flexibly in dynamic environments
- Knowledge of and commitment to Treaty of Waitangi principles
- Full drivers licence

Preferred

- Knowledge of the housing and community sector
- Knowledge of the health and social sector
- A relevant post graduate qualification or equivalent experience.