

September 2025

Kia ora

Thank you for your registration of interest in the role of Housing Operations Manager based at Wesley Rātā Village in Naenae.

This pack includes a job description and outlines the key tasks and expected outcomes of the position.

The pack also includes a Pre-employment Disclosure Statement (page 8), a copy of Te Ara Wēteri / The Wesley Way (page 6) and a copy of the Wesley Rātā vision document (page 7).

Te Ara Wēteri is our quality assurance practice framework which guides how all staff are expected to interact with each other and with those we work alongside. Please read this carefully to ensure there is alignment between your beliefs and Te Ara Wēteri / The Wesley Way.

To apply for this position please send us:

- a covering letter, quoting “Housing Operations Manager”
- your CV
- the completed Pre-employment Disclosure Statement (page 8).

We look forward to receiving your application and please do not hesitate to contact us if you have any questions.

Please send your application to:

Isabel Macdonald

imacdonald@wesleyca.org.nz

PO Box 9932

Te Aro, Wellington 6141

04 8050875

Regards,



Jotham Kasibante

Finance & Business Development Manager

POSITION DESCRIPTION**Housing Operations Manager**

This new role leads the housing and property work of Wesley Community Action (WCA). They will further strengthen Wesley Community Action's role as a community housing provider, with an overarching strategy ensuring sound management of existing and new social and affordable housing.

The Housing Operations Manager will oversee end-to-end housing operations including tenancy management, property performance, compliance, tenant support, and data-led impact reporting. They will ensure that tenancy management systems meet our legislative and regulatory requirements and are consistent with 'The Wesley Way' and our commitment as a social landlord and support our community-led development workplans.

The person in this role will manage over 60 social housing and affordable rental properties based at Wesley Rātā Village (Naenae), in Newtown and in Flaxmere (Hawkes Bay).

They will provide property advice to the organisation and implement the Wesley housing strategy and provide line management to the tenancy services advisor.

The person in this role will have strong management and property development experience. They will have a track record of securing financial and contractual support from government and other funders. They will have a deep understanding of the connection between housing and whanau wellbeing and an interest in housing innovation to improve whanau and community outcomes.

They will have a strong collaborative approach and will value a learning culture – not being afraid of initiatives that don't spark. They will embrace the diversity of people WCA works alongside and will model the 'Wesley Way' of working and value working in a Kaupapa Te Tiriti organisation.

Responsible to:	Finance and Business Development Manager
Important relationships:	<ul style="list-style-type: none"> • Tenants of WCA Housing stock • Leadership team • Housing/Property Team • Community Team • WCA staff • Min Housing and Urban Development • MSD, MoH, Kainga Ora, Local Councils • NGO social housing sector • Contractors • Partner organisation
Hours:	Minimum 40 paid hours a week
Location:	Wesley Rātā Village 249 Rata Street, Naenae

Who will thrive in this role?

The person who will thrive in this role is someone who:

Is excited about our mission and way of working

- Appreciates how community led approaches contribute to just communities and increase effectiveness.
- Is open to 'pitch in' to get a job done.
- Is keen to progress a Treaty informed approach.

Has proven experience as a Housing Operations manager

- Relevant tertiary qualification in housing, property, or social policy (essential).
- Strong knowledge of relevant legislation, including the Residential Tenancies Act, the Privacy Act and the Mental Health Act.
- Understands social and affordable housing and the requirements of a Community Housing Provider.
- Lead, develop, and inspire a property/housing team to deliver high-quality, tenant-centred services.
- Experience with Business Online Services (BOS), MRI Palace or any other property management software is an advantage.

Is relationship focused

- Will keep tenant voice and wellbeing at the heart of the work.
- Understands that relationships matter – across all levels of the job.
- Can represent Wesley at a national level.
- Brings a wide network of people across business, government, philanthropic and community sectors.

Is confident establishing a new area of work

- Brings clear frameworks, and systems to the role.
- Able to embed processes, understanding when to adapt and when to start new.
- Can develop a housing programme from the ground up.
- Able to create a vision and culture of housing service for tenants and the wider staff.

Is a strategic leader

- Responsibility for leading the organisation-wide housing direction and determine how to grow and develop Wesley housing programme.
- influence and shape national housing conversations, policy submissions, and government partnerships.
- Align the housing strategy with organisational vision, social impact goals, and long-term sustainability.
- Understands the commercial imperatives of housing provision and development.
- Can articulate the "big picture" of how the housing service contributes to Wesley's overall vision.


Key tasks and expected outcomes

Key tasks	Expected Outcomes
Strategic Leadership and Planning	<ul style="list-style-type: none"> Relationships with Min HUD, Kainga Ora and other partners support the implementation of the strategy. Financial planning that supports the feasibility of the Housing Strategy and a clear direction for the use of Wesley's assets. Different housing strands pulled together into an overall programme of work. Clarity of purpose, operating models, budgets, and expected outcomes documented. A strategic framework is in place to ensure that all properties are managed to meet landlord obligations and contribute to WCA's overall vision. Liaise with Wesley Village Property Maintenance Manager on matters of relevance. The housing program runs on strong systems for assigning homes and managing tenancies. Property maintenance systems are in place to ensure healthy homes and retained asset value. Positive working relationships with local market rental partners are maintained.
Sector Engagement	<ul style="list-style-type: none"> Collaborative sector partnership with a growing voice in regional and national housing discussions. Ensure alignment and integration of housing initiatives through strategic internal relationships. Contribute thought leadership and innovation to sector strategy. Develop partnerships and collaborative initiatives that support growth and sustainability of WCA's housing programme.
Staff Management	<ul style="list-style-type: none"> A clear and effective workforce development strategy is implemented for the Housing team, ensuring all kaimahi are recruited, inducted, and trained to the highest standards. ensure that all staff are upholding the Mission's commitment to Te Tiriti o Waitangi and are developing in their understanding of tikanga and te reo Māori. A performance management framework is established to ensure quality and professional standards are maintained across all team activities. Oversee the performance and development of all kaimahi including setting and communicating clear expectations, supporting the team to implement best work practices and promoting day-to-day wellbeing.

Compliance Management	<ul style="list-style-type: none"> • Create robust internal systems to ensure WCA consistently meets all legislative, regulatory, and contractual compliance obligations. • Operational risks related to housing compliance are identified and managed proactively. • Housing team members are supported and equipped to deliver compliant and ethical services. • Policies and procedures are regularly reviewed and updated to reflect changing legal and sector requirements.
Opportunities for partnership and innovation are realised	<ul style="list-style-type: none"> • Tenants are engaged in community-led development in their neighbourhoods, supported by our Wesley Community team. • Unmet housing and housing support needs in the community are identified. • A proactive external funding strategy is in place, leading to successful proposals that secure resources for new housing initiatives. • Partnerships are developed to assist in delivery – including partnership with Parishes with land to develop for social housing.
Provide an outcome reporting framework to track the impact of the housing programme	<ul style="list-style-type: none"> • Leadership team and staff can track progress. • Design a systematic process to report, measure and monitor how the housing programme is achieving its goals. • Tenants are supported to meet their rental obligations, access subsidies, and are offered opportunities to participate in Wesley's decision-making processes.
Lead wider WCA property management strategy	<ul style="list-style-type: none"> • Review and maintain current housing/property strategy. • Review lease and rental arrangements for offices and work sites. • Support the Finance & Business Development Manager in developing property management plans.
Any other duties that may be required from time to time as determined by the Finance and Business Development manager.	


How we work – Te Ara Wēteri / The Wesley Way

Te Ara Wēteri / The Wesley Way is the heart of our work. It's based on the belief that people are the experts in their own lives. We support them to identify their strengths and skills and the changes they believe will allow them to have a better life.



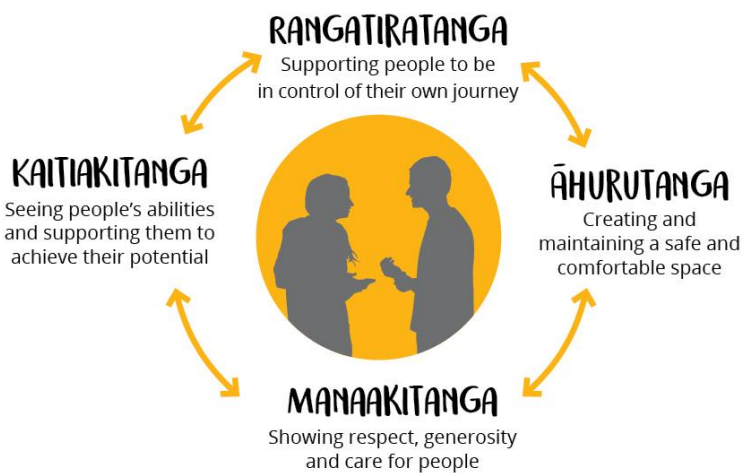
**Wesley
Community
Action**

community ■ compassion ■ change



TE ARA WĒTERI The Wesley Way

Te Ara Wēteri brings out the best in people.
The following principles guide all our engagements:



RANGATIRATANGA
Supporting people to be in control of their own journey

KAITIAKITANGA
Seeing people's abilities and supporting them to achieve their potential


ĀHURUTANGA
Creating and maintaining a safe and comfortable space

MANAAKITANGA
Showing respect, generosity and care for people

We give effect to these by:

Viewing whānau as experts in their own lives	Using Te Tiriti o Waitangi as the base for our mahi	Calling out and challenging injustice	Seeking and using feedback to guide our relationships
Focusing more on what's working	Being as courageous as the whānau we work alongside	Acknowledging our power and sharing this	Striving to be our best by being open to learning and new whakaaro

KĀORE MĀ TE WAHA ENGARI MĀ TE RINGA Don't tell me, show me



Wesley Rātā Village vision

This vision has been developed in partnership with the residents at the village.



Wesley Rātā Village

Across the generations,
everyone contributing towards a good life

Kaupapa | Vision

Wesley Rātā Village is a place to weave community and enhance wellbeing. It's a home to enjoy living in and a place to visit for inspiration and strengthening connections. It's a place for all generations, with a special position for kaumātua/seniors.

Kawa | Goals

Takune Intention People are actively involved in planning for the future	Kia haumanu Restoration A place for healing relationships with each other and the land
Whakatipuranga Generations Learning is shared and innovation is fostered between generations and cultures	Koha Contribution Each person's contribution is encouraged and valued
Whanaungatanga Connectedness Relationships are sparked between people, communities and a vibrant Naenae	Kia hōnore Te Tiriti Honouring the Treaty Connections are strengthened with whānau, hapū and iwi

Mahi | Initiatives

Kāinga Homes Affordable rental housing in an intergenerational community	Mātauranga Toi The Arts Valuing and enabling access to the arts and creativity
Tamariki Children A place for parents, babies and children to play and learn	Kia tūhono ngā kaumātua Connecting in Ageing Supporting ageing well in the community
Wāhi hui Gathering space Creating opportunities and space for shared activities	Taiao Nature Caring for our environment and building kai resilience as kaitiaki of this land

Na tō kete, nā tōku kete, ka ora ai te iwi
 With your contribution and my contribution, the community flourishes

Wesley Rātā Village, 249 Rātā Street,
 Naenae, Lower Hutt 5011
info@wesleyca.org.nz
www.wesleyca.org.nz

 **Wesley Community Action**

PRE-EMPLOYMENT DISCLOSURE:

As part of our employment/volunteer process, we require you to answer to the fullest, the following questions.
This information is treated with the strictest of confidentiality.

FULL LEGAL NAME:			
PREFEERED NAME (email signatures/business cards):			
HAVE YOU PROVIDED REFEREE FROM YOUR LAST EMPLOYER AND EMPLOYERS IN RELATED FIELD TO THIS ROLE?			
RELEVANT QUALIFICATIONS PROVIDED:			
PREFERRED IDENTIFICATIONS:			
1	Do you have a preferred pronoun that you would like on a work email signature?	She/Her, He/Him, Them/they or N/A, if you would like no pronoun	
2	Do you identify with any iwi affiliation/s that you would like us to know about?		
3	Do you identify any Pasifika affiliation/s that you would like us to know about?		
CONVICTION/DISCIPLINARY ACTION DISCLOSURES:			
4	Have you ever been convicted of a criminal or diving offense?	YES OR NO	If YES, please provide full details on other sheet attached.
5	Are there any criminal charges currently pending against you?	YES OR NO	If YES, please provide full details on other sheet attached.
6	Have you been the subject of any performance/employment/disciplinary process with any previous employer or been dismissed from any role?	YES OR NO	If YES, please provide full details on other sheet attached.
7	Have you been the subject of any censure or suspension to your professional practice/certifications of any type for any reason?	YES OR NO	If YES, please provide full details on other sheet attached.
8	Have you had any circumstance where you have had engagement with the police for any matter (including traffic matters)?	YES OR NO	If YES, please provide full details on other sheet attached.
MEDICAL/GENERAL WELLBING DISCLOSURES:			
9	Do you have any current medical/health or psychological conditions that we should be aware of that may interfere with your ability to carry out your duties as a member of Wesley Community Action? If in doubt, please answer yes.	YES OR NO	If YES, please provide full details on other sheet attached.
10	Do you have any history of an event/s, traumatic or otherwise, that could impact on your ability to carry out your duties objectively, professionally, and non-judgementally.	YES OR NO	If YES, please provide full details on other sheet attached.
11	Do you have any pre-existing medical/health or psychological conditions?	YES OR NO	If YES, please provide full details on other sheet attached.
12	Do any of the above conditions impact on your ability to fulfil your role in anyway?	YES OR NO	If YES, please provide appropriate medical clearance from your health professional confirming you as fit for the purpose of the role you are applying for.
WCA is an approved Essential Service. Vaccination is a critical part of Aotearoa-NZ's public health response to the Covid-19 pandemic. As kaimahi/staff in an approved Essential Service under Covid lockdowns, we can help protect ourselves, each other, the people we support, and the wider community by getting our Covid-19 vaccination. <u>You are not obliged to disclose your vaccination status.</u> However, certain aspects of our work cannot be done by an unvaccinated worker, so it is important we understand as much as possible the health needs of our kaimahi/staff. We appreciate your cooperation on this.			
13	Have you received your Covid vaccinations and are up to date with your booster shots?	YES OR NO	If NO, please provide details on another sheet attached.
	I would prefer not to disclose this information.		Please tick if appropriate.
DECLARATION			
14	I am legally entitled to work/volunteer in Aotearoa New Zealand.	YES OR NO	If NO, please provide details on another sheet attached.
15	I give permission for my referees to be contacted.	YES OR NO	If NO, please provide details on another sheet attached.
16	I give permission for my medical records to be accessed if requested	YES OR NO	
17	I have a full and clear driver license I can produce for sighting.	YES OR NO	If NO, please provide details on another sheet attached.
18	The information given in this application is factual and truthful.	YES OR NO	If NO, please provide details on another sheet attached.
SIGNATURE:			
DATED:			
IMPORTANT – PLEASE NOTE: We rely on the accuracy of the information given to us. If it is later discovered that you have not fully disclosed all matters requested or have failed to disclose significant information, then Wesley Community Action is entitled to treat such non-disclosure or misrepresentation as misconduct or serious misconduct and disciplinary proceedings may follow. V. Oct 2024			

Additional information

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