



# Kapiti Retirement Trust

*"a lifestyle to enjoy"*

## Job Description

**Position:**

Chief Executive Officer

**Position purpose:**

To provide leadership and management over all aspects of Kapiti Retirement Trust's activities and ensure achievement of the Trust's business, financial and strategic targets while building and maintaining a culture of outstanding care and kindness to the elderly in the Trust's retirement village and care facilities

Responsible to: Chair of the KRT Board of Trustees

Responsible for: Group Manager Support Services  
Group Manager Resident Wellbeing

**Based at:**

Kapiti Retirement Trust

**Tenure:**

Permanent fulltime

## **LEADERSHIP AND MANAGEMENT**

- Provide inspiring and visionary leadership and clear direction to KRT employees, residents and volunteers, and create an environment for sustainable change;
- Model commitment to KRT's vision, mission and values
- Establish and maintain a highly talented and capable management team and staff at all levels;
- Ensure all activities of KRT are conducted to the highest ethical and professional standards;
- Ensure effective risk management strategies, plans and procedures are in place to assure compliance with all KRT's legal, employment, H&S, MOH, RVA and other statutory obligations;
- Develop a culture of effective collaboration and the building and sharing of knowledge, innovation and excellence across the organisation;
- Build and encourage a customer focused culture of care and kindness across the organisation and be recognised as such in the wider community;
- Provide the foundation for KRT to be the retirement facility of choice in the Kapiti region
- Establish and maintain an environment that facilitates communications at all levels;
- Ensure there are professional development plans in place to ensure the on-going development of managers and staff across the activities of KRT.

## **STRATEGY & IMPLEMENTATION**

- Assist the board of KRT and the Management Team to develop a long term strategic vision and lead the planning process for defining the outcomes and strategies expected of KRT over a three to five year period;
- Identify opportunities for expansion of KRT activities including new income streams and secure capital expenditure for new infrastructure;
- Ensure terms of ORA are relevant and secure the organisation's future viability;
- Oversee the implementation of the Trust's strategy and plans;
- Ensure teams work toward reaching their pre-defined Strategic Goals and Annual Objectives;
- Articulate an effective and clear strategic vision for all stakeholders;
- Scan, identify and articulate the dynamics of New Zealand's aged care sector in the immediate and medium term to develop and recommend appropriate delivery responses;
- Agree with the Board the appropriate KPIs against which to measure the performance of KRT and to ensure its long-term sustainability;
- Ensure effective management of the facilities of KRT.

## **FUNDING & SALES**

- Manage the sales process for the sale and purchase of Occupation Right Agreements (ORAs) for all properties within the Trust's retirement village;
- Adhere to statutory requirements around the sale and purchase of ORAs;
- Investigate and develop new and diverse revenue streams to underpin delivery of KRT's strategic direction services and activities ;
- Actively seek appropriate sponsorship for KRT;

- Prepare timely applications to philanthropic trusts and any other applicable funding agency to source funds;
- Ensure all reporting requirements of these funding agencies are met, and that KRT complies with all sponsorship contracts and arrangements.

#### **VILLAGE RESIDENTS**

- Build supportive relationships with the residents of the Trust's retirement village, ensuring they have regular and easy access to information and, if required, to management;
- Follow up on issues and concerns raised by residents in a timely and appropriate manner;
- Attend Resident Association meetings as determined by the residents and report on matters affecting them;
- Ensure appropriate and timely support is given to resident-led social activities to ensure the village is a vibrant and happy place for residents to live;
- Mediate as required on matters of conflict, resident to resident or resident to KRT;
- Ensure there is in place a process for dealing with formal resident complaints which meets legislative requirements.

#### **COMMUNICATIONS AND MARKETING**

- Develop and deliver communications and marketing strategies for engaging with the Trust's key audiences and stakeholders which help to drive achievement of the Trust's objectives, and enhance and protect its reputation
- Manage the consistent application of the organisation's brand, look and feel and the production and delivery of oral, written and presentation material through internal and contract providers
- Identify and effectively utilise digital and social media channels to enhance the organisation's communications mix and impact
- Enhance the organisation's profile and participation in public debate through effective intervention and pro-active management

#### **PLANNING, BUDGETING & REPORTING**

- Ensure the operations of KRT are managed in a transparent, efficient and profitable way;
- Oversee the preparation, approval, implement and monitoring of the annual business plan and budget;
- Ensure the Board is reported to in a timely and accurate fashion on progress against the business plan and the budget
- Ensure the Board is provided with quality and timely information enabling good decision-making;
- Ensure appropriate systems are developed and maintained with the necessary processes and practices to ensure sustainable and acceptable business practices are met;
- Oversee the planning, preparation and organisation of the monthly KRT Board meetings, the KRT Annual General Meeting, the AGM of the Statutory Supervisor and any other meetings that may be required;
- Ensure annual and long term maintenance programmes for the facilities are established and maintained in accordance with the approved 10 year maintenance plan.

## **STAKEHOLDER RELATIONSHIPS**

- Build strong and effective working relationships with:
  - KRT Board and members of the Trust
  - KRT staff, residents and the families
  - The wider Kapiti community including other retirement villages
  - Funders and benefactors
- Be the face of KRT to the Kapiti public and beyond
- Maintain effective communications with all stakeholders and local media
- Maintain effective 'customer focused' relationships with all volunteers
- Build and maintain effective relationships with contractors, suppliers, service providers
- Implement strategies and practices to raise community awareness of the Trust and its place within Kapiti
- Develop strategic relationships and engage with central Government (and where necessary local government), decision-makers and policy influencers, official working groups, industry stakeholders and the media to positively influence outcomes through lobbying and advocacy.
- Utilise insight, networks and advice on future trends, practices, technology, regulations, policies and information affecting the organisation and helping to shape strategies and operational plans to enhance its public reputation and minimise regulatory threats

## **STAFF LEADERSHIP AND MANAGEMENT**

- Responsible for the development and implementation of staff strategies, policies and processes that support effective leadership and provide an environment where staff satisfaction, performance management and development drive achievement of KRT's strategic and business goals.
- Recruit and select suitable staff, and ensure systems are in place for effectively managing the performance of all staff against agreed objectives;
- Establish clear expectations, development requirements and effective two way communication channels with staff.
- Meet regularly with direct reports to provide feedback, coaching and encouragement, ensure annual objectives are still relevant and achievable, are being progressed and addressing any impediments.
- Complete annual appraisals for all direct reports.
- Ensure any staff performance issues are addressed promptly, fairly and resolved as appropriate.

## **HEALTH & SAFETY**

- Ensure all reasonable and practicable steps are taken by the organisation to ensure the health and safety of workers and any other persons is not at risk from work carried out as part of the organisation's business and that the Trust's health and safety policies, procedures and practices are at all times compliant with current legislation.
- Ensure there are systems in place, and regular training and updates provided so that all staff know and follow the health and safety policies of Kapiti Retirement Trust.
- Maintain knowledge of current health and safety regulations, ensuring that KRT has comprehensive policies in place and that regular checks are carried out to ensure compliance.

<p><b>Relationships</b></p> <p><b>Internal Relationships</b></p> <ul style="list-style-type: none"> <li>➤ Chair and Trust Board Members</li> <li>➤ Management Team</li> <li>➤ Staff</li> <li>➤ Residents and their families</li> <li>➤ Chair and Committee Members of KRT Residents' Association</li> <li>➤ Volunteers</li> </ul>	<p><b>External Relationships</b></p> <p>Develop and maintain positive relationships with:</p> <ul style="list-style-type: none"> <li>➤ DHB, ACC and other funders</li> <li>➤ Regulators</li> <li>➤ Kapiti Coast District Council</li> <li>➤ Advocacy services for the elderly</li> <li>➤ Local business representatives</li> <li>➤ Media</li> <li>➤ CANZ</li> <li>➤ NZACA</li> <li>➤ Retirement Village Association</li> </ul>
<p><b>COMPETENCIES / ATTRIBUTES</b></p> <ul style="list-style-type: none"> <li>▪ Inspirational leadership style</li> <li>▪ A strong values based, style which is compatible with the KRT Vision, Mission Statement and Values</li> <li>▪ Commercial/business acumen</li> <li>▪ Strong relationship-building skills</li> <li>▪ Knowledge of and a strong empathy for the elderly</li> <li>▪ Patient, kind and have a good sense of humour</li> <li>▪ Highly developed effective communication skills, both verbal and written</li> <li>▪ Skilled presenter/public speaker</li> <li>▪ Strategic and operational agility</li> <li>▪ High levels of personal resilience</li> <li>▪ Ability to inspire confidence and trust</li> <li>▪ Strong negotiation, facilitation and problem solving skills</li> <li>▪ Ability to drive a people-centred culture of care at all levels</li> <li>▪ Ability to sell the concept of retirement village living and translate this into sales</li> <li>▪ Ability to source funding and sponsorship</li> </ul>	

