



TRUST HOUSE[®]

Position Description

Position	General Manager – Housing
Site	Trust House Support Office
Location	4 Queen Street, Masterton
Reports to	Chief Executive Officer
Direct reports	5
Date completed	June 2026.

ABOUT TRUST HOUSE

Trust House is a community owned company based in Masterton. The company operates a range of hospitality businesses across the Wairarapa, Pahiatua and Flaxmere.

Trust House owns nearly 500 rental houses across its footprint, providing homes to those in the local community who need them most.

In addition to this, Trust House Foundation distributes grants to hundreds of community organisations each year, from income generated from the Foundation's 160 gaming machines.

Trust House encourages diversity and inclusion and is committed to equal opportunity in all employment policies and procedures.

BUSINESS PURPOSE

This role provides overall leadership and responsibility for the Trust House social and affordable Housing portfolio. The role is an important part of the Senior Leadership Team and provides direction and accountability for all Trust House Housing activities, assets and resources.

In addition, the role is responsible for managing & leading the Housing team to ensure effective, timely and cost-effective outcomes are maintained for our tenants and company alike in accordance with our values.

POSITION PURPOSE

Reporting to the CEO, the General Manager Housing role provides operational management and leadership of our Housing property portfolio to promote and enhance the community we serve through the delivery of tenant centric services.

KEY ACTIVITIES

Major areas of work.

- Ongoing effective management of our tenant relationships
- Financial & resource management of all of the Housing assets and resources
- Maintenance management of the Housing portfolio in consultation with the General Manager – Building & Infrastructure
- Team direction and management
- Relocation of tenants through THL's Housing Redevelopment Programme.

Key responsibilities

Management & Planning

- Actively contribute as part of the Senior Leadership team to setting the direction for the organisation, championing a positive organisational culture and the delivery of a high-performance organisation.
- Develop & lead business strategies, activities and plans to enhance the reputation of Trust House Housing services, to ensure the creation and delivery of best practice tenant centric housing and ensure all regulatory & compliance requirements are met.
- Lead the implementation of the housing components of THL strategies and plans to ensure the successful delivery of Trust House's Housing Redevelopment Program including the Tenant Relocation Programme.
- Develop, deliver, and manage Housing annual budgets for the division in a timely and effective manner.
- Lead & direct the Housing team to ensure successful delivery of Trust House tenancy services.
- Develop & Implement business plans, budgets, and strategies to ensure that all housing services & property developmental activities are delivered in a financially and environmentally sustainable manner.
- Convene Wairarapa housing stakeholders and lead the development of a Wairarapa – wide housing strategy.

Health & Safety

- To actively support, lead and demonstrate a strong commitment to health and safety management & risk compliance throughout the organization.
- Support the Health & Safety induction of all Housing related new staff and contractors.
- Report current Health & Safety issues and support the development of interventions, training, and awareness.

Operational

- To provide subject matter expert advice, support and technical guidance to the housing team and the wider Trust House team as required.
- Work in consultation with the General Manager Building & Infrastructure for ongoing repairs & maintenance to the Housing portfolio.

- Be responsible for the delivery of tenancy management functions undertaken by the housing team and Tenancy Managers.
- Take overall responsibility for tenancy dispute resolution in an equitable, timely and fair manner.
- Deliver cost effective use and management of the Housing resources and deliver effective and timely reporting & administration functions.
- To operate on a “no surprises” basis ensuring all risks and potential problems relating to the division’s management are reported to the Chief Executive Officer and Senior Leadership Team as appropriate and in a timely manner.

KEY WORKING RELATIONSHIPS

Internal	CEO
	Senior Leadership Team [SLT]
	General Manager- Building & Infrastructure
External	Government agencies and senior officials, particularly MCERT
	Iwi leadership and staff
	Council senior management
	Other social housing providers
	Community Housing Aotearoa
	Australasian Housing Institute
	Social service agencies and associated stakeholder representatives
	Contractors, consultants, and service providers.

FINANCIAL DELEGATIONS

As per the Housing operational and associated budgets as agreed from time to time with the Chief Executive Officer.

DECISION MAKING AUTHORITY

As per the delegated authority agreed from time to time with the Chief Executive Officer.

SKILLS AND ABILITIES

Required

- Demonstrated ability to build and sustain relationships with senior leaders of government agencies, iwi and social housing providers.
- A sound knowledge of all current acts, regulations and by laws associated with building and tenancy management.
- A strong background in residential tenancy management as well as a demonstrated working knowledge of best practice asset management.

- Ability to appropriately balance empathy for tenants' needs with THL's commercial objectives.
- Current Class 1 driving license [with clean driving record]
- A demonstrable commitment and background in workplace health & safety management.
- Minimum of 5 years previous experience in residential, social housing and associated management at a senior level including successful management of social housing agency stakeholder relationships.
- A relevant tertiary or equivalent qualification supplemented by industry experience.
- At least 5 years previous successful team leadership and development experience.

Desirable

- Experience in infrastructure & housing project management.

SIGNATURE

Position Holder's name:

Position Manager's name:

Signature

Signature

Date / /2026

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