

## **CAPITAL REGIONAL DISTRICT**

### **Manager, Housing & Business Development**

#### **THE ORGANIZATION: CAPITAL REGIONAL DISTRICT**

CRD are entering into an exciting phase of vibrant evolution. As an organization dedicated to service excellence, collaborative partnerships, and change, the CRD is constantly ensuring that they are best meeting the needs of citizens. This includes providing a range of services delivered by approximately 1,100 employees, through a combined budget of more than \$610 million, to an approximate population of 425,500 residents across a capital region consisting of 13 municipalities and three electoral areas.

The Capital Region Housing Corporation (CRHC) is a wholly owned subsidiary of the CRD and provides more than 2,000 units of affordable, attractive, inclusive, and sustainable rental housing across 52 properties that provide homes to almost 4,000 tenants across the capital region. The CRHC has experienced 46% growth 2017-2022, increasing in size from 1,286 units in 2017 to 1,880 in 2022. This growth is expected to continue with the CRHC anticipating opening another 148 units in 2023 and is expected to increase to a total of 2,614 units by the end of 2027, which would represent a doubling of the CRHC over 10 years (2017-2027).

To learn more, please visit Capital Region Housing Corporation's [website](#).

#### **THE OPPORTUNITY: MANAGER, HOUSING & BUSINESS DEVELOPMENT**

The Manager, Housing and Business Development, reporting to the Senior Manager, Regional Housing, is accountable for leading operations of the CRHC with a focus on providing leadership, mentoring and guidance to more than 50 operational staff, including lower-level managers, developing, and managing operational and financial plans to achieve operational objectives, contributing to the development of financial and operational objectives, and managing resources and business needs of the corporation's more than 50 buildings totaling over 2,000 units of affordable, non-profit housing. As the CRHC is rapidly growing, anticipating increasing in size to more than 2,600 units by the end of 2027, this position will also be expected to anticipate internal/external business issues/opportunities and regulatory requirements and align operational priorities to support scalability of the corporation while ensuring continued tenant service standards are met or improved and advance the CRHC's interests within an increasingly competitive and complex operational landscape.

### **Key Accountabilities/Position Outcomes:**

- Provide leadership, mentoring, and guidance in managing the CRHC, including the supervision of direct reports on a range of matters such as ongoing staff development, labour relations, ensuring adherence to corporate and division policies, procedures, and standards, and is responsible for decisions concerning the hiring, promotion, discipline, and discharge of staff,
- Utilize coaching and employee development practices to create a highly engaged team of professionals and staff who are trained to meet both the current requirements of their roles while also building a more resilient, nimble, and dynamic CRHC that can continue to provide the highest quality of services to tenants, partners, and stakeholders,
- Contribute to the development of strategic financial and operational objectives in areas that include tenant relations, housing administration, maintenance and procurement as related to housing operations,
- Lead the development of operational and financial plans and ensure alignment with business objectives to support implementation of activities and actions across all operational aspects of the CRHC,
- Support and/or collaborate with a range of internal/external partners (e.g. internal: human resources, corporate finance, information technologies, etc.; external: BC Housing, CMHC, third-party housing societies, etc.) to develop strategies in support of a range of business objectives while also working to resolve complex, multi-faceted challenges impacting operational performance,
- Lead the development of annual operating budgets, quarterly performance reports and ensure key performance targets are met relating to tenant relations, housing administration, maintenance, and procurement to support rapid unit turnovers, quick response times to various maintenance requests, and provide direction to staff to undertake a range of unit upgrades and improvements in accordance with approved plans and available financial resources,
- Works under the direction of the CRHC Board, and senior management to ensure policies, processes, systems, and management directions are in place to support the CRHC's objectives and projected growth,
- Liaise with government officials, community leaders, outside agencies, special interest groups and members of the public, where appropriate, to advance the interests of the CRHC,
- Attend committee meetings and provide senior advice and input on a range of housing operations matters, including those which may be confidential regarding implications of business activities, legislative changes, financial matters, and broad tenancy issues,
- Develop strategies to, and oversee the engagement of, external consultants or professionals to assist the corporation and/or staff in planning and executing complex operational projects as assigned,

- Develop and lead the implementation of process enhancements, operational policies, business standards to enhance efficiency and productivity,
- Monitor and ensure adherence to all relevant rules, regulations, and procedures,
- Manage the disposition of complex tenancy issues including decisions regarding eviction, tenant/landlord contracts, challenges to operational policies, public and tenant complaints regarding staff actions or unit/site conditions.

## **THE PERSON**

### **Qualifications:**

Degree in Public Administration, Business, Planning, or related subject area along with significant progressive leadership experience in property management and/or housing operations, including substantial experience in affordable housing. Degree in Public Administration, Business, Planning, or related subject area along with significant progressive leadership experience in property management and/or housing operations, including substantial experience in affordable housing.

### **Role Specific Knowledge, Skills, and Abilities:**

- Detailed knowledge of applicable legislation and dispute resolution mechanisms of the Residential Tenancy Act and applicable provisions of the Human Rights Act,
- Property management experience in a residential environment including capital and operational planning for a large and diverse property portfolio, extensive management of contractors and building maintenance and repairs,
- Demonstrated ability to write staff reports and policy in a clear and concise manner,
- Strong leadership skills and management experience in a unionized environment,
- Knowledge of and skills in the development and implementation of strategic plan initiatives,
- Strong project management experience and the ability to manage multiple projects to meet required objectives and deadlines,
- Exceptional communication and interpersonal skills including strong listening and dispute resolution skills, negotiation skills and the ability to assess and diffuse tense or potentially aggressive personalities. Ability to communicate well with individuals possessing a wide variety of language skills and communication styles,
- Knowledge of procurement and contract management and project accountability in a public sector environment,
- A valid BC Driver's License required.

## **Role Specific Leadership Traits**

### **Leadership Profile:**

CRD Leaders are champions for creating an accountable, high performance, service-oriented organization that makes a difference in our community. They pay attention to shifts and trends in an ever-changing and complex environment and think strategically to serve residents, businesses, and local governments today while developing a sustainable organization for the future.

### **Leadership Summary:**

Leaders at this level generally provide leadership and direction for diverse and complex business areas through senior level managers. These leaders work at the highest level of management, participating in organizational planning and the development of overall business strategy, and negotiating with clients and/or other leaders to accomplish cross functional objectives. They use their in-depth business and industry expertise to anticipate complex business issues that cross organizational lines and exercise extensive decision-making authority to direct the deployment of a complex mix of cross-functional resources.

## **CRD Leadership Competencies**

While CRD Leaders are accountable to all Leadership Competencies, the following have particular relevance to this position:

### **Thinks Strategically:**

Thinks strategically when analyzing issues, making decisions, and prioritizing actions, including:

- Takes an organizational perspective,
- Ensures client and stakeholder interests are considered,
- Aligns decisions and actions with the CRD strategic plan,
- Assesses social, economic, and environmental trends for opportunities and challenges.

### **Focuses on Service:**

Maintains a focus on service (internal and external) including:

- Solicits information and feedback from clients and uses it to continually improve service,
- Ensures decisions and changes align with our core business and serve the client,
- Models a personal commitment to making a difference for clients,
- Empowers employees to be accountable by removing barriers to service,
- Recognizes and rewards employees for finding ways to improve service.

**Creates a Common Vision for Change:**

Generates enthusiasm for change by creating a compelling vision for the future, including:

- Involves others in creating a shared vision that achieves common goals,
- Inspires others with passion for and commitment to the change,
- Balances a sense of urgency for change with realistic, attainable outcomes,
- Communicates openly about the future explaining the reasons for and impact of decisions and changes made.

**Sees the Big Picture:**

Understands and helps others see the complexity of the CRD environment, including:

- Identifies connections, relationships, and possibilities between and within different parts of the CRD,
- Considers the impact of actions on other areas and/or the whole organization,
- Helps others to connect current actions with the vision and strategic goals of the CRD,
- Reviews and adapts plans to take advantage of emerging opportunities and to address changes in other areas.

**Is Accountable for Results:**

Aligns the people, resources, and systems necessary to deliver business results, including:

- Takes personal accountability for actions and outcomes in own area of responsibility,
- Delegates appropriately to achieve results,
- Empowers others to be accountable by setting clear outcomes, checking-in regularly, and providing mentoring to ensure goals are met,
- Celebrates individuals/teams successfully delivering outcomes.

**COMPENSATION:**

A competitive compensation package will be provided including an attractive base salary of \$134,187 – \$157,867 and excellent benefits. Further details will be discussed in a personal interview.

To apply, please visit our [website](#).

**FOR MORE INFORMATION, PLEASE CONTACT:**

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