

Retirement Villages Specialist

Start Date: 1/4/2022 **Contract Type:** Part time (20 hrs/week), permanent
End Date: N/A **Location:** Auckland/Wellington

About Te Ara Ahunga Ora Retirement Commission

Te Ara Ahunga Ora is the office of the Retirement Commissioner. Te Ara Ahunga Ora aims to help New Zealanders to retire with confidence. Retiring with confidence means New Zealanders feel secure that they'll have resources to live and the know-how to make ends meet.

We focus on three areas; Retirement Policies, Retirement Villages and Financial Capability. As part of our role we advise Government on the policies that will enhance retirement outcomes for New Zealanders. We also help support individuals to better prepare for retirement, and we contribute to better understanding of what retirement means in the 21st century. Times are changing.

TĀ MĀTOU PŪTAKE

OUR PURPOSE

To empower the people of Aotearoa on their journeys to a better retirement

TĀ MĀTOU WHAKAKITENGA

OUR VISION

New Zealanders retire with confidence

TĀ MĀTOU KAUPAPA MĀTĀMUA

OUR MISSION

Provide *trusted information*, *informed advocacy* and *effective collaboration* to improve retirement outcomes for all.

OUR VALUES

Kia manawanui Let us be big hearted

E tipu, e rea We grab the best of both worlds to flourish

Me hoe tahi We paddle as one

He taonga te pono We treasure truth

Position purpose

The Retirement Villages Specialist is responsible for the operation of the TAAO's statutory role to oversee a fair regulatory framework for retirement villages.

This includes reporting on sector trends, supporting dispute resolution, and tackling issues through sector collaboration. The role also helps inform New Zealanders so they can make the best decisions about retirement village living, and works with the industry to enhance clear, standardised information.



Key aspects of the role include

- Ensure that TAAO meets its obligations under the Retirement Villages Act 2003 including monitoring effects and recommending appointments to the disputes panel
- Works collaboratively with the Retirement Villages Association, the RV Residents Association, and other key sector stakeholders to drive good outcomes for residents
- Monitors industry trends, legislative change and makes evidence-based policy recommendations as required
- Answering varied questions from the public and assisting enquirers as necessary

Working relationships

Reports to:	Policy Lead
Member of:	Policy Team
Direct reports:	None
External relationships:	Government departments such as MHUD and MSD (Office for Seniors). Retirement Village Association, Retirement Village operators and others whose work impacts retirees and those living in retirement villages.
Internal relationships:	All team members

Responsibilities and accountabilities

Pillar	Responsibilities
Trusted Information	<ul style="list-style-type: none"> • Stay abreast of, and advise on, relevant policy changes, legislation, demographics and other relevant issues that impact retired people including retirement villages residents. • Answer a range of questions from the public in a supportive and helpful manner. • Working with the Director, Stakeholder Relations, develop high quality information material to enhance public understanding of retirement village models and help inform decision making for potential residents and residents. • Deliver public information sessions across digital or face-to-face channels as required. • Inform and advise on the approval process for the appointment of appropriate members to the RV disputes panel • Publish dispute panel decisions. • Produce a detailed annual report on the retirement village sector (and ad hoc reports as required) drawing on quality data from proactive monitoring and engagement with industry stakeholders. • Develop written reports, public consultation documents and Ministerial level, evidence-based, retirement village policy recommendations.



	<ul style="list-style-type: none"> • Work with the Kaihautū to ensure Te Ao Māori and Te Reo is incorporated into public information.
Informed Advocacy	<ul style="list-style-type: none"> • Ensure government and interested parties are aware of trends in the retirement villages sector • Ensure independent village residents can access a robust disputes process • Respond to public inquiries and maintain a register of complaints
Effective Collaboration (external)	<ul style="list-style-type: none"> • Work effectively with Ministries and agencies and Ministers' offices (including MSD, Seniors, Public Housing) • Collaborate with sector stakeholders to help maintain a respected regulatory framework for Retirement Villages • Work closely with RVA, sector associations, and other key stakeholders to resolve industry issues
Effective Collaboration (internal)	<ul style="list-style-type: none"> • Contribute to the development of goal setting, performance expectations, and outcome measurement for retirement villages as expressed in the Statement of Performance Expectations and Statement of Intent • Responsible for meeting the Retirement Villages SPEs • Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate this into every aspect of work • Acknowledges other team members' skills, experience, knowledge, creativity, and contributions • Facilitates open communication and listens to feedback and input from other team members • Works cooperatively within team and across functions to deliver TAAO outcomes and joint projects • Communicates respectfully and constructively to all team members • Actively participates in team and organisation wide meetings and events • Identifies improvement opportunities and collaboratively develops and implements solutions, seeking others' ideas and suggestions • Willing to openly share information and help team members in need • Understands diversity - cultural differences, gender, multiple viewpoints, special interest groups and age differences
Safety, Health and Wellbeing (all positions)	<ul style="list-style-type: none"> • Te Ara Ahunga Ora is 100% COVID-19 vaccinated workplace – when joining our organisation, there is an expectation that employees will be vaccinated. • Take reasonable care of own health and safety and ensure that actions don't cause harm to yourself or others • Comply with any reasonable instructions, policies or procedures on how to work in a safe and healthy way



	<ul style="list-style-type: none"> • Rectifying minor health and safety issues where authorised and safe to do so • Reporting any hazards including unsafe conditions, equipment or practices, as soon as practicable • Ensure not under the influence of alcohol, drugs or medication which affects your ability to perform duties safely or efficiently • Report any incidents or injuries sustained while working and seeking appropriate first aid • Ensuring all health and safety equipment is used correctly
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Essential skills and experience

- Team player – General attitude and conduct reflects a supportive, collaborative and constructive approach
- Resilient - Show composure and a sense of perspective during change and can help others maintain optimism and focus
- Curious - Show curiosity, flexibility, and openness
- Communication – communicates clearly, professionally and constructively both verbally and in writing; letters and reports and submissions are accurate and well structured
- Ability to Deliver - Works well under pressure, can prioritise and manage workload, meets expected deadlines, carries out instructions completely and accurately, uses knowledge and experience to inform decisions, demonstrates technical skills to deliver role expectations and takes appropriate action without being prompted
- Flexibility - Take a creative approach; work cheerfully within and across teams to tackle different activities to improve outputs and help other team members

Position specific:

- Empathy with a wide range of New Zealanders, particularly older people
- At least five years' experience in a government or sector role preferred
- Highly articulate, with advanced written (including extensive report writing) and oral communication skills
- Experience in government compliance and good understanding of the workings of central government and its policy functions
- A demonstrated ability to communicate complex concepts to varied audiences
- Experience contributing to the development of strategic planning, organisational goal setting, performance expectations and outcome measurement
- Proactive and collaborative approach managing internal and external relationships
- Strong analytical and problem-solving ability with excellent attention to detail
- Proven ability to meet deadlines and demonstrates composure under pressure
- Extensive and well-developed network of key sector stakeholders

Acknowledgement

This position description serves to illustrate the scope and responsibilities of the position and is not intended to be an exhaustive list of all tasks and duties. You will be required to perform other job-related tasks as requested and as necessitated by the development of this role and the organisation. This position description may also be modified and updated from time to time to reflect these changes.



I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

Employee

Date

Manager

Date

