POSITION DESCRIPTION

**Title: PRINCIPAL TENANCY ADJUDICATOR**

**Appointed by: Governor-General, on the joint recommendation of the**

 **Minister of Justice and the Minister of Housing**

**Salary: As determined by the Remuneration Authority**

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## PURPOSE OF THE POSITION

The Principal Tenancy Adjudicator is an independent statutory appointee responsible for ensuring the orderly and expeditious discharge of the business of the Tenancy Tribunal throughout New Zealand (Section 71(1) of the Residential Tenancies Act 1986).

The Principal Tenancy Adjudicator, using good management practice, is responsible for ensuring the efficient and effective operation of the Tenancy Tribunal through:

1. Overall management of the operation of the Tribunal;
2. Management of the Tenancy Adjudicators, including their selection, training, monitoring and supervision;
3. Establishing and maintaining effective relationships with the Ministry of Building, Innovation and Employment and the Ministry of Justice.

## KEY RESPONSIBILITIES

1. **Resource and Operations Management**
* Monitor the performance of the Tribunal
* Improve operational efficiency
* Liaise with the Ministry of Justice and Tenancy Services on exchanges of management information and on strategies to achieve the efficient and effective management of the Tribunal
* Manage the recruitment, selection and training of Tenancy Adjudicators
* Ensure ongoing support, supervision and monitoring of Adjudicator performance
* Ensure the availability of Adjudicators for the effective and efficient operation of the Tribunal through the management of a roster and other such tools
* Oversee the management of class actions, test cases
* Compile and distribute decisions of interest
* Provide information to Adjudicators, Ministry of Justice and Tenancy Services on:
* reserved decisions
* adjournments
* re-hearings
* appeals
* Provide responses to Ministerial requests for information.
1. **Relationship Management**
* Establish and maintain effective working relationships with other adjudicators, the Ministry of Justice and the Ministry of Building, Innovation and Employment
* Manage the public relations for the Tribunal, including dealing with media queries, public queries and complaints, speaking at seminars.
1. **Strategic Management**
* Anticipate future needs of the services provided by the Tribunal through monitoring trends and planning strategically
* Set objectives and goals, short and long term, which take into account:
* Legislative changes
* Tribunal statistics on demand and performance
* Geographic distribution of demands for services
* Staffing requirements
* Changes in housing markets
* Changes within the Ministry of Justice and the Ministry of Building, Innovation and Employment
* Feedback on trends from Tenancy Services.
1. **Professional Leadership**
* Provide professional leadership for the Tribunal and individual adjudicators, and to that end:
* Ensure the professional standard of the Tenancy Tribunal
* Conduct Tribunal hearings where required
* Promote alternative dispute resolution
* Interpret and advise on the Residential Tenancies Act 1986, including any changes to legislation
* Issue practice directions where applicable
* Promote within the Tribunal sensitivity to differing social perspectives and cultural beliefs.

**TERM OF OFFICE**

The Principal Tenancy Adjudicator is appointed for a term not exceeding 5 years and may be reappointed. The Principal Tenancy Adjudicator may at any time be removed from office by the Governor-General for disability, bankruptcy, neglect of duty, or misconduct, proved to the satisfaction of the Governor-General. The Principal Tenancy Adjudicator may at any time resign by giving written notice to the Minister of Justice.

# **KEY COMPETENCIES**

1. **Management Expertise**
* The Principal Tenancy Adjudicator must demonstrate a sound understanding and effective application of good management practices to achieve organisational goals and objectives. This would include abilities in human resource management, monitoring and planning.
1. **Building and Sustaining Relationships**
* The Principal Tenancy Adjudicator should demonstrate an ability to establish and maintain positive working relationships with government agencies, external agencies and the public.
1. **Strategic Management**
* The Principal Tenancy Adjudicator needs to be forward thinking and capable of determining strategic priorities for the Tenancy Tribunal and of communicating a clear and relevant direction for the Tribunal.
1. **Professional Skills**
* The Principal Tenancy Adjudicator must have held a practising certificate as a barrister and /or solicitor for at least five years or an equivalent qualification issued or recognised by the appropriate authority in any Commonwealth country, or in any other common law country or state. (Section 67 of the Residential Tenancies Act 1986).
* The Principal Tenancy Adjudicator needs the capability to demonstrate professional leadership and have well developed legal analysis skills, a commitment to the principles embodied in the Residential Tenancies Act 1986 and the ability to communicate effectively to any intended audience.
* As a quasi-judicial officer, the Principal Tenancy Adjudicator is expected to maintain a high standard of behaviour in his or her professional and personal dealings including being sensitive to any involvements that might give rise to a conflict of interest.