

CONFIDENTIAL CV

Claire van der Most (CMInstD)

PERSONAL DETAILS

LinkedIn: [Claire van der Most - LinkedIn](#)
Nationality: New Zealander

GOVERNANCE STATEMENT

A Chartered Director who adds value by balancing the big picture with getting things done. My natural curiosity combined with a pragmatic and energetic approach enables me to identify what the future needs to look like, ensure a plan is put in place to get there, and progress is monitored.

With a leadership career spanning Aotearoa, NZ and overseas, across multiple sectors, I am passionate about sustainable growth, building capability and constructive working relationships.

Interested in governance roles in the commercial, state and for purpose sectors where I can add value by balancing the needs of business and diverse stakeholder groups.

KEY SKILLS & EXPERIENCE

- Over 20 years' experience across the Private, Public, and For Purpose sectors
- Consulting, retail, sport & recreation, arts, health & social services
- From start-ups to well-established entities, within Aotearoa, NZ and offshore
- Change Management, including acquisitions
- People & Capability
- Continuous Improvement
- Quality & Risk
- Marketing & Communications
- Health, Safety & Wellbeing

GOVERNANCE EXPERIENCE

CURRENT DIRECTORSHIPS

HMS Trust – Hamilton, NZ [HMS Trust](#) **NOVEMBER 2021 - PRESENT**
Providing services and initiatives focusing on the needs of the migrant, former refugee, and newcomer population.

Role: **Executive Chair (EC)**
(Chief Executive & Board Chair)

The EC role was established following identification of the need for more investment in the governance of the organisation, including leading the voluntary board, and a restructure of the management team.

Achievements:

Led the development of the Trust's new strategic plan, ensuring key areas were identified and changes needed to meet the strategy were implemented. Led the winning submission for the Waikato Chamber of Commerce 'For Purpose' Business Award in 2022, successfully hosted the Minister for Diversity, Inclusion and Ethnic Communities, and Race Relations Commissioner, and led the realisation of a long-term goal of the Trust - to build the first fit-for-purpose ethnic hub in the country.

GOVERNANCE EXPERIENCE continued

Enrich Group – NZ [Enrich Group](#)

JUNE 2023 - PRESENT

A family of organisations (Enrich+, McKenzie Centre and Enrich+ Property Trust) with common and complementary services that support people with disabilities and those living with autism and neurodiversities.

Role: Board Member

Achievements:

Considerable contribution to the governance of the organisation through my knowledge and experience of providing shared services/consultancy from within the For Purpose sector to businesses.

Enrich+ – NZ [Enrich+](#)

JUNE 2023 - PRESENT

Providing services which support people with disabilities and those living with autism and neurodiversities.

Role: Board Member

Achievements:

Adding value through my ability to constructively challenge due to my previous experience and knowledge of service provision within the disability sector.

McKenzie Centre – NZ [McKenzie Centre](#)

JANUARY 2024 - PRESENT

Early childhood intervention and support for children, from birth to school age, with a developmental delay or disability.

Role: Seconded Board Member

Achievements:

Approached by the Enrich Group Board Chair to provide advice and support regarding an investigation.

Waikato Regional Property Trust – Hamilton, NZ [Waikato Regional Property Trust](#)

OCTOBER 2022 - PRESENT

Established to own, maintain, manage and develop facilities and precincts focused on delivering long-term social and community outcomes. Currently leading the development of a multipurpose, \$80M performing arts centre in the heart of Hamilton.

Role: Board Member – observing

(Appointment as part of winning the Institute of Directors Emerging Director – Waikato Award, 2022)

Achievements:

Active involvement in enhancing the governance and project risk registers, and employment of the General Manager of the Operating Company.

PREVIOUS DIRECTORSHIPS

Age Concern – Hamilton, NZ [Age Concern Hamilton](#)

SEPTEMBER 2020 – SEPTEMBER 2023

Providing services to enhance the quality of life for older people in Hamilton and the Waikato region.

Roles: Deputy Chair, Human Resources Committee Chair, Finance, Risk, Audit & Compliance (FRAC) Committee Member

Achievements:

Active involvement in the refresh of the Vision, Purpose, and Strategy, led the development and implementation of Executive Officer (EO) KPIs and performance monitoring, and the recruitment and appointment of a new EO.

Orchestras Central Trust – Hamilton, NZ [Orchestras Central Trust](#)

SEPTEMBER 2019 – FEBRUARY 2021

Delivering fantastic orchestral music experiences in the Waikato.

Role: Board Member

Achievements:

Active involvement in the strategy refresh and led the process for implementing robust performance management processes for the Chief Executive (CE) role, and the recruitment and appointment of a new CE.

In addition to the above, I have worked with Boards for over 15 years, and delivered Board training on strategy, finance, communication, decision making, and performance.

EXECUTIVE EXPERIENCE

COMMUNITY LIVING TRUST – Hamilton, NZ [Community Living](#)

MARCH 2014 – NOVEMBER 2021

Supporting people with disabilities and whānau/families to thrive as part of the community.

Role:

Leadership Team Member /

Group Manager: Organisational Capability & Development (GM OCD)

(Learning & Development, Human Resources, Marketing & Communications, Health & Safety, Quality & Risk, and Privacy)

Achievements:

- Led the successful acquisition of a company in the Bay of Plenty
- Led an organisational-wide H&S initiative which led to ACC accreditation
- Co-led a significant change management project – impacting 32 people, with no resulting personal grievances
- Co-led the attainment of an international quality standard for disability organisations - the only organisation in NZ.

RD1 GROUP (now known as Fonterra Farm Source) – Hamilton, NZ [Farmsource](#)

AUGUST 2009 – MARCH 2014

A national chain of farm supply retail stores, 100% owned by Fonterra, 750 staff.

Role:

General Manager - HR

Achievements:

- Active involvement in the growth of the company from 58 to 67 retail stores
- Successful management of four transformational change programmes at a national level
- Established and embedded a proactive health and safety culture which led to a 55% reduction in Total Recordable Injuries (TRIs)
- Successfully defended the only Employment Relations Authority case against RD1.

MOMENTUM CONSULTING GROUP – Auckland, NZ [Momentum Consulting](#)

NOVEMBER 2008 – JULY 2009

Specialist recruitment and organisational development (OD) consultancy.

Role:

Organisational Development Consultant

Achievements:

- Introduced a new onboarding product which supported the recruitment model and enabled newly appointed executives to be effective, more quickly
- Secured a team building project which included psychometric assessment, workshops and individual and team coaching with a new client to the value of over \$25,000.

LEE VALLEY REGIONAL PARK AUTHORITY (LVRPA) – Middlesex, UK [Lee Valley Park](#)

JUNE 2003 – AUGUST 2008

Government organisation providing award winning green spaces, world class sports venues and wildlife havens.

Role:

Head of Human Resources

Achievements:

- Designed, obtained Authority (Council) approval, and implemented Flexible Benefits and New Ways of Working Schemes which led to a reduction in staff turnover from 27% to 15% (saving equivalent to \$425,000)
- Obtained approval from the 28 Member Authority following a full review of all HR Policies
- Successfully managed five restructures affecting over 35 individuals, including liaison with Unions, with no claims
- Speaker at the National Work Life Balance Conference in London, on two consecutive years
- Active involvement in both the internal and external auditing of the organisation.

ELISION GROUP LIMITED – Middlesex, UK

MARCH 2000 – MARCH 2003

A start-up established to process coal miner lung disease insurance claims, across the UK.

Role:

Group Human Resources Manager

Achievements:

- Established all HR systems, policies, and procedures for the group
- Key contributor to the project which led to ISO 9001 accreditation
- Developed, implemented, and reviewed a Performance Management System which decreased staff turnover by 10%
- Designed, implemented, and monitored an Absence Management System which decreased staff absenteeism from 5.7% to 1.9%, resulting in an annual saving of equivalent to \$510,000.

EXECUTIVE EXPERIENCE continued

VARIOUS HR CONSULTING ROLES – Auckland, NZ

DECEMBER 1995 – MAY 1999

PROFESSIONAL MEMBERSHIPS

Institute of Directors (IoD) Chartered Member (CMIInstD)
Governance NZ Member

AWARDS

GOVERNANCE **Institute of Directors (IoD)**
Emerging Director – Waikato 2022

KEY DEVELOPMENT ATTENDED

GOVERNANCE **Institute of Directors (IoD)**
Chairing the Board October 2023
Kotahitanga – Principles of Māori Governance September 2023
Audit and Risk Committees August 2023
Advanced Health and Safety August 2023
Annual Conference May 2023
Company Directors Course September 2022
Governance Essentials May 2021
Finance Essentials May 2021
Strategy Essentials May 2021
Health & Safety Governance April 2021

LEADERSHIP **Community & Enterprise Leadership Foundation (CELF) /
The University of Waikato**
Elevate – Community & Enterprise Leadership Programme August 2017 - April 2018
Sigmoid Consulting
Accelerating Executive Presence December 2011

QUALIFICATIONS

UNIVERSITY OF WAIKATO, Hamilton, (NZ) 1990 – December 1999
Postgraduate Certificate in the Practice of Psychology December 1999
Master of Social Science 1996

REFEREES

Available on request