



# **Director of Housing & Neighbourhoods**



Recruitment Pack

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*Parkhurst Road development*



# Welcome

I am pleased you are considering joining our Leadership Team at ISHA. This recruitment pack has been designed to introduce you to ISHA, the role and our important work in providing quality, affordable housing and improving the lives of residents in north London.

I joined as Chief Executive three months ago and have already seen how ISHA is a special organisation, uniquely placed as a community based, ambitious, developing association that is well positioned to build on its platform to improve.

Like all housing associations we've had to grapple with how we prioritise building safety, increasing regulation and the need for further investment to improve our existing residents' homes with our commitment to build the desperately needed housing London needs. We are clear, with the right balance we can do both. Continuing our development programme is important to us and we are outwardly focused, constantly looking at new opportunities to build genuinely affordable homes to rent and for shared ownership.

This is an exciting journey for us. You will be joining with our new corporate strategy just in place which has a renewed emphasis on service improvement and the scaling up of our community investment activities, improving our operational data and insight and maintaining and improving our business resilience.

You will be very much at the heart of what ISHA is all about – our residents. It's about a focus on how we resource, design and implement the delivery of improved services. It's also about inspiring a brilliant team, making decisions about how the investment in technology is going to support us and how we keep continuous improvement at the fore. Leading our largest directorate, including housing, repairs and planned maintenance, you will need to give confidence to our staff, our residents and our partners, so you are likely to be comfortable in a highly visible role with a lot of variety.

I hope we've inspired you to consider this opportunity further but please do your own due diligence, ask others what they think of us and speak to our retained consultants, Campbell Tickell. I am confident you will see and hear good things.

**Pippa Fleetwood-Read**  
Chief Executive



# Our vision and values

Our vision:

## To co-create homes and communities where everyone can flourish

We believe everyone is entitled to a quality, affordable and safe home, and everything we do is built on our four core organisational values.

Our values:

### Pride in Team ISHA Respect for Everyone Trusted to make the difference Passionate commitment to customers

We live by our values and are proud of the diversity of our communities. We strive to create spaces where residents can live happily, feel included, be respected and be themselves.

We are committed to providing secure, welcoming, and friendly environments and communities, free from racism, sexism, sexual misconduct, violence, bullying, and any form of sexual, physical, verbal or emotional abuse by staff, residents, contractors, or stakeholders, either in person or online.



# Our Leadership Team



## **Pippa Fleetwood-Read**

Chief Executive

Pippa has spent 20 years dedicated to providing quality homes and places, reducing homelessness, supporting vulnerable people and empowering communities.

From her first full time job working with residents on a regeneration project in Lewisham to her previous role as Managing Director at another housing association, she has supported community-based action.

She is passionate about what can be achieved when residents and local associations work together in their communities. Pippa wants to continue to evolve our mission to deliver safe homes, quality places to live and to continuously improve the service we provide to our residents.



## **Jerome Geoghegan**

Deputy CEO and Director of Development and Building Safety

Jerome joined ISHA as its Director of Development in April 2024, bringing with him more than 35 years of experience in the development and real estate industry, covering all residential tenures.

His extensive background spans mixed-use urban schemes, partnerships and joint ventures, regeneration, strategic land, and affordable housing.

Jerome has held executive and board director positions in both the Registered Provider and private sectors and has also managed his own consultancy business for a time.

With a strong track record in delivering new homes, particularly in London and the southeast, Jerome has established and maintained numerous partnerships, supporting others in their endeavours to create new housing opportunities.



## **Mike Finister-Smith**

Interim Finance Director

Mike has had many years of experience as a specialist social housing finance expert, working as part of leadership teams for a variety of organisations. Before that he has also worked as a lead advisor on several large-scale voluntary transfers of council houses from local authorities to newly created registered social housing providers and has over 20 years local authority finance experience.

Mike is also on the boards of two other social housing providers, being Chair of Audit and Risk at Trent and Dove Housing in Staffordshire and part of the Customer Focus Committee at Ongo Homes in Lincolnshire.

Mike enjoys watching football, travelling and spending time with his family. He is also a Pets as Therapy volunteer and takes his two dogs to visit to schools, universities and care homes.



**Thea McNaught-Reynolds**  
Director of People and Performance

Thea joined ISHA at the end of 2021 as the Head of Communications and Involvement and was delighted to become Director in 2023.

She brings over 20 years of strategic communications experience, influencing audiences and delivering behaviour change outcomes in the public and private sectors, including leading high-profile marketing campaigns for PwC.

With her strong interest in diversity and inclusion, she incorporates her values into everything she does and is passionate about creating spaces where people can thrive.

Taking on responsibility for People and Culture in combination with Communications, Resident Involvement and Complaints at ISHA is a natural extension of her people focus and strengthens ISHA's commitment to compassion and respect in all we do.

Thea is the senior executive responsible for complaints and for ensuring compliance with the consumer standards.



**Jo Ellis**  
Interim Director of Housing & Neighbourhoods

Jo joined ISHA as Interim Director of Housing and Neighbourhoods in November 2025.

Jo's passion is for inclusive leadership and a commitment to improving lives through housing, care, and community investment. She does so with more than 35 years' experience as an executive and non-executive leader in the UK social housing sector. She is the Owner and Director of G&A Consulting Ltd, where she brings strategic insight, commercial acumen, and a deep commitment to social purpose to organisations across the housing and care landscape.

Jo's career spans senior leadership roles in housing associations, ALMOs, and charitable organisations, as Executive Director of Operations at Town & Country Housing (part of the Peabody Group), and Chief Executive of Eastbourne Homes Ltd. Her leadership has driven transformational change, improved service delivery, and strengthened governance across complex, regulated environments.

# Our Board



## **Robert (Bob) Heapy**

Chair

Bob Heapy joined the board in June 2025 as Chair designate and became Chair of ISHA's Board at the AGM in September 2025.

Bob's extensive biography includes CEO roles, directorships and board roles. He has held significant positions in the housing sector for more than 25 years, including with Quartz Housing Ltd, Town & Country Limited and Peabody Trust.

He is eager to work closely with our residents, build on ISHA's successes, and shape a bright future.

*Committee membership: Remuneration, Property investment.*



## **Alwyn Lewis**

Chair of Property Investment Committee

Alwyn Lewis is the former Chief Executive of Hornsey Housing Trust and has had a 40-year career in the third sector.

He has a track record in social housing and a reputation for putting tenants first and for making things happen. He was attracted to the role at ISHA because of our strong social purpose, our desire to deliver high-quality services and to positively effect social change, especially with ethnically diverse communities who experience social and economic disadvantages.

Alwyn shares ISHA's vision to working with us and residents to co-create homes and communities where everyone can flourish.

*Committee membership: Property investment, Remuneration.*



## **Jonathan Bunt**

Chair Audit & Risk Committee

Jonathan is a qualified accountant and public finance expert. He worked in finance for local authorities for around 17 years, including as Chief Finance Officer and Strategic Director of Finance and Investment at the London Borough of Barking & Dagenham.

Jonathan has held numerous non-executive Director roles, including Vice Chair and Chair of the Treasury Committee at Golden Lane Housing, Chair of Audit and Risk at Broadway Living Ltd, Christian Action Housing Association, and Barnsbury Housing Association, where he previously chaired the Asset Management Group. He also co-founded and is a Director of Beehive Affordable Homes, acquiring housing association homes for lease to local authorities at affordable rents. Since 2017 he has been a consultant, advising local authorities on new affordable housing vehicles, capital planning and financial modelling.

*Committee membership: Audit & risk.*

**Justin Fisher**

Senior Independent Director, Chair of Remuneration Committee

Justin has worked in the social housing sector for 27 years, specialising in IT and asset management within the housing sector, but also in other areas such as highways, infrastructure and environmental services.

He has consulted and worked with over 100 housing providers in the last 15 years, including a diverse group of social landlords. He was previously a Board Member for seven years for an award-winning rural specialist provider in Lincolnshire.

He is currently the Product Owner for a software system that manages over 1m social homes for around 200 housing providers. Prior to that he worked as a housing, assets and IT consultant, and in 2018 spent eight months working with The London Borough of Barking and Dagenham on their new IT implementation and their asset management strategy.

*Committee membership: Remuneration, Property investment.*

**Alison Hatcher**

Alison Hatcher is an independent pensions consultant and professional trustee. She previously served as CEO of HSBC Retirement Services Limited and Head of Global Pension Strategy Corporate Clients. Alison is one of the founders of Women in Pensions, an industry group that supports women. She is an active participant in the pensions and retirement markets, speaking at conferences.

Alison sits on the Pensions Regulator's Board and has previously served on the Pensions and Lifetime Savings Association's Board. She is also a member of the investment subcommittee for Warwick University.

*Committee membership: Audit & risk.*

**Gemma Colby**

Gemma Colby is Head of Customer Experience (CX) at First Central Insurance Group, where she leads the CX team to design and deliver the business-wide CX strategy, bring the customer's voice to life, and lead improvement of the end-to-end (E2E) customer experience. She is an experienced Customer Service and CX professional and award-winning CX Leader.

Gemma joined the Board in September 2022. She sees it as a great opportunity to transform lives and is excited to contribute to an organisation that has ambitious plans with a social purpose.

Gemma is passionate about customer experience and using it to deliver amazing end-to-end experiences. She feels it is a great time to join our Board, help us deliver our strategy and transform our service delivery to change people's lives for the better.

*Committee membership: Remuneration, Board member responsible for complaints.*



### **June Riley**

June began her training in accountancy by entering the NHS as a graduate trainee shortly after leaving University. She is a qualified accountant and completed an accredited MBA with Manchester Business School to add value to her career as an accountant.

June has worked in housing for almost 20 years and was a Finance Director in a housing association managing over 17,000 homes. She is now a Group Finance Director in one of the largest mental health charities in the country.

June has served in a voluntary capacity on several Boards, including Newham Homes Ltd, which was managing over 27,000 homes. She has previously served as a Non-Executive Director on the Barnet Homes Group (TBG) board for seven years, where she also held a Senior Independent Director (SID) role.

*Committee membership: Audit & risk.*



### **Mohammed Baporia**

Mohammed is a family member of an ISHA shared owner. Like Daven, his personal experience inspired him to apply for a board member role. Mohammed is keen to give back to the community and help ISHA to deliver quality and truly affordable housing to those that need it most. He also aims to ensure the high standards set by ISHA's Board are being met.

Mohammed is a qualified accountant and tax manager working for a UK real estate investment trust.

*Committee membership: Audit & risk.*



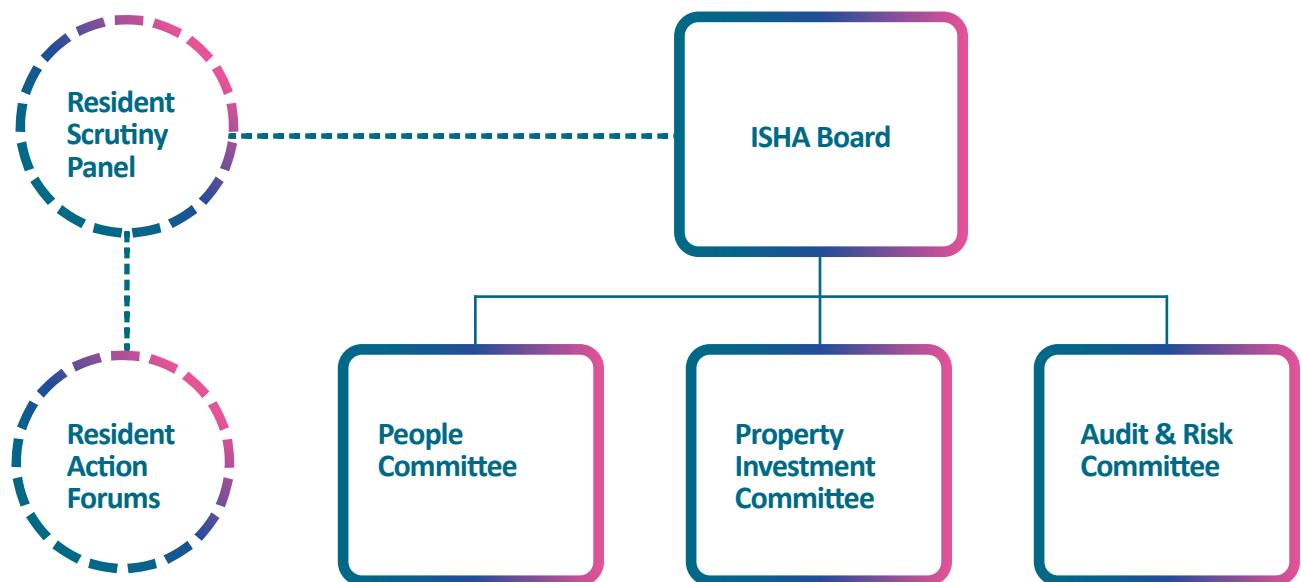
### **Daven Masri**

Co-opted Property Investment Committee member

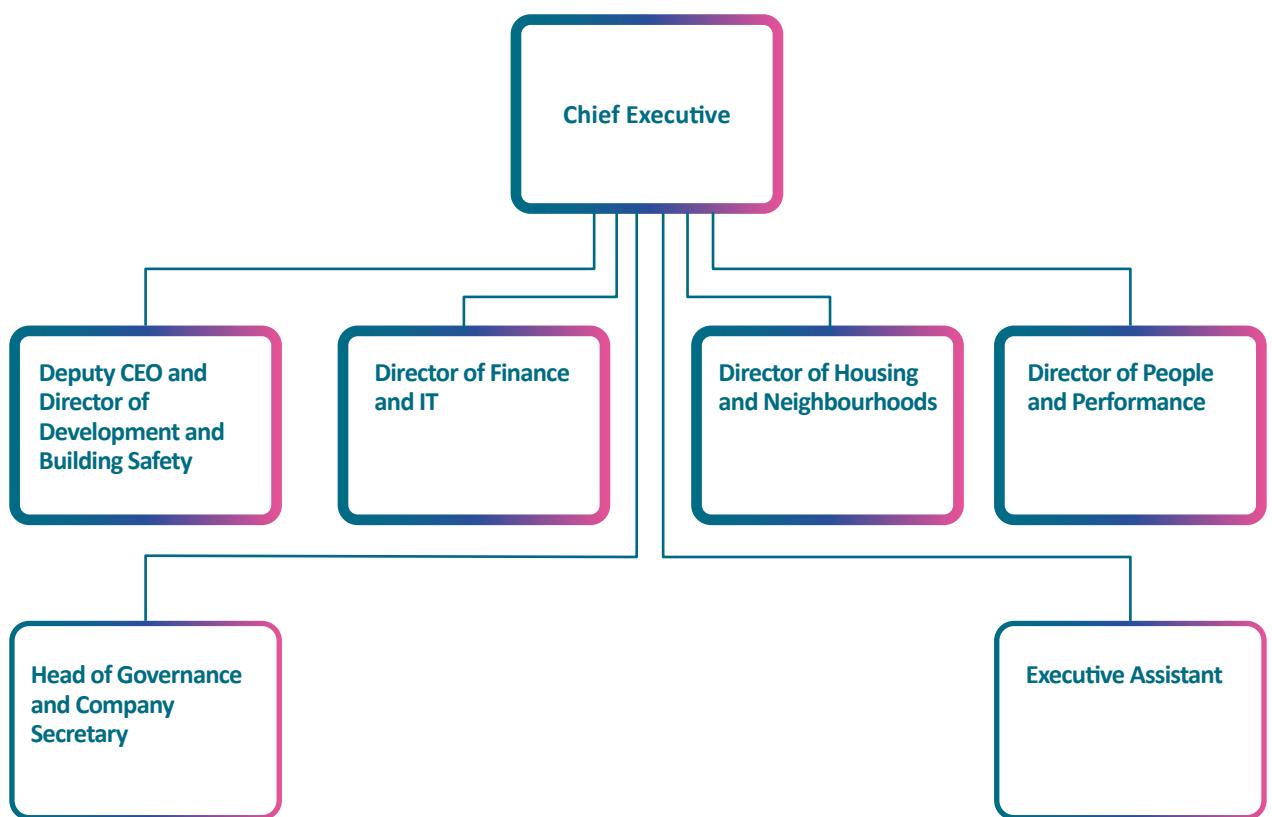
Daven is an ISHA leaseholder. Owning his own home improved his life so much that he was inspired to apply for a Board Member role to ensure that others could continue to benefit from the same opportunity. He hopes that his perspective will serve the Board well and lead to more affordable homes that enrich the communities ISHA operates within.

An environmental engineer for more than 10 years, Daven is a Founding Director at Wave Consulting Digital Engineers which focuses on Building Information Modelling (BIM) and environmental design. Daven served on ISHA's board for five years before moving abroad. He continues his work as a co-opted member of the Property Investment Committee.

## ISHA Governance Structure



## Leadership Team and CEO Directorate



# Job Description

**Role:** Director of Housing and Neighbourhoods

**Reports to:** CEO

**Direct reports:** Head of Housing Management and Head of Assets and Repairs

## **Job summary:**

Lead and develop a professional, resident focused and continuously improving Housing and Neighbourhoods Directorate, which delivers the full range of landlord services (including repairs and planned maintenance) to residents.

With Leadership Team colleagues, provide strategic direction and drive delivery across ISHA, helping establish a people (resident and colleague) focused, high performing, culture.

## **Principal responsibilities:**

### **Strategic management**

1. With Board and Leadership Team, establish the strategic objectives, business and financial plan and culture for delivery. Motivate and develop staff to implement these and achieve ever higher levels of resident satisfaction, value for money and service improvement.
2. Keep up to date with relevant changes in legislation/regulation and the wider political, environmental, and technical context and develop services to respond to these.
3. Develop and lead on risk management within your Directorate, ensuring key risks are embedded within ISHA's risk assurance framework.
4. Be responsible for the development, embedding and compliance with a performance framework and indicators for resident operations. Report accurately and transparently to residents, the Board and relevant third parties (including the regulator) on these.
5. Oversee compliant, value for money and resident focused procurement practices.
6. Ensure the provision of an effective policy and procedural framework.
7. Ensure staff have the right investment, systems, support, tools and training to do their jobs effectively.

### **Housing Management**

8. Develop and embed a holistic service model and standards, which facilitate service access through a range of channels convenient to residents.
9. Maximise a positive resident experience and act as an advocate for residents using engagement, involvement and insight to drive improvement across ISHA.
10. Ensure the provision of the highest quality, inclusive and locally tailored housing management and support services to all residents and applicants. Ensure EDI and vulnerability data is collected and used effectively in service development.
11. Maximise income collection while balancing the sustainment of tenancies through a range of support.
12. Build relationships with partners, especially key local authorities, ensuring we are grounded in our communities. Proactively manage Anti-social Behaviour and safeguarding concerns effectively in conjunction with local partners where relevant.
13. Support the development and embedding of ISHA's Community Investment Strategy. Review staffing and workplans to deliver the strategy. Aim to act as a community anchor, driving value from our relationships, supply chains and contracts.
14. Deliver high quality neighbourhood and estate services that offer good value for money and local choice.
15. Work with managing agents effectively to support the delivery of safe homes, positive resident outcomes and the provision of quality performance data.
16. Work with Finance and the wider business to ensure service charges are accurate, transparent and offer value for money.

### **Asset Management**

17. Triangulate all relevant data to devise a comprehensive asset management strategy. Develop and deliver an annual budget and long term financial plan that support the strategy and report to LT and Board on compliance.
18. Ensure excellent management of the day-to-day repair and maintenance, major repairs, cyclical maintenance, stock condition and other property investment within the over-arching strategy.
19. Ensure that ISHA's housing and other physical assets are maintained and repaired to the highest quality, with a focus on energy efficient, future proofing and meeting upcoming regulation.
20. Deliver outstanding customer service and value for money through the effective management of contractors.
21. Develop opportunities to allow customers and others to participate in decisions affecting the maintenance of their homes and neighbourhoods.
22. Identify where sale or alternative use/disposal is an appropriate solution to Asset Management Strategy challenges.

### **General**

23. Have a passion for the development of staff across the business.
24. Manage, support and develop your direct reports. Make sure all staff within your directorate are similarly managed and motivated.
25. Overall responsibility for the induction, training and career advancement of your staff.
26. To act in accordance with the policies and procedures of the association.
27. To tackle performance issues in a fair and consistent manner.
28. Ensure that health and safety concerns for staff and residents are appropriately addressed.
29. To set and manage organisational and directorate budget.
30. To represent the organisation.
31. Play an active role in our strategic intent to be a proudly anti-racist organisation and deliver our equality, diversity and inclusion strategy
32. To carry out any other duties as may be reasonably expected

### **Essentials:**

In addition to the principal accountabilities of the role, there are several significant elements that we deem essential for every role at ISHA:

1. Comply with ISHA's safeguarding procedures appropriate to your role.
2. Champion equality, diversity, and inclusion by ensuring all engagement materials are accessible and inclusive.
3. Comply with ISHA's EDI Policy and positively promote its principles.
4. Comply with ISHA's Code of Conduct, Health and Safety Policy, and Data Protection Policy
5. Work flexibly as required by including occasional evening or weekend meetings with residents.
6. Lead by example and demonstrate ISHA's values of passionate commitment to customers, Pride in Team ISHA, trusted to make the difference, and Respect for everyone in your work, behaviour, and in your professional relationships with colleagues, partners, and residents.

# Person Specification

**It is ESSENTIAL you meet all of the following criteria**

## **Right to work in the UK**

- Proof of eligibility to currently work in the UK.

## **Education and Qualifications**

- A degree or an equivalent professional qualification
- A level 5 CIH housing qualification, or a willingness to work towards one

## **Experience**

- Demonstrable experience of success in senior positions within a housing and assets environment with significant staff management and leadership responsibilities, ideally as part of an Executive team working with a Board
- Strong financial track record, effectively managing complex budgets delivering resident focused outcomes in a regulated environment
- Evidence of developing and delivering quality and stable services while leading and inspiring positive change and embedding improvements in performance
- Evidence of embedding effective resident, colleague and stakeholder engagement in decision making processes and service development
- Understanding and implementation of new technology that aids the engagement, development and delivery of services
- Identifying, developing and maintaining key operational, regulatory and stakeholder relationships and using to maximise business outcomes
- Identifying, engaging and supporting talent across the organisation to promote a sustainable workforce
- Experience of meeting regulatory, statutory and legal requirements in housing and asset management

## **Knowledge & Skills**

- Comprehensive knowledge of the regulatory, legal and financial framework in which housing associations operate
- Analytical skills to ensure a logical, considered and creative approach to problem solving, including under pressure
- Able to motivate and inspire teams to deliver outstanding performance, high levels of customer satisfaction and value for money services
- A strong knowledge of safeguarding children and adult policies and procedures
- Must be highly numerate and possess excellent IT skills
- Excellent communicator and able to simply present complex ideas to a variety of audiences, including key partners, regulators and residents
- Able to represent the association internally and externally with key stakeholders, e.g. local authorities, board members, customers
- Able to work flexibly, attending meetings in the evenings from time to time
- Essential that the post holder is committed to addressing equality and diversity as integral part of the role

## **Values**

Able to always demonstrate and evidence ISHA's values:

- Pride in team ISHA
- Passionate commitment to customers
- Trusted to make the difference
- Respect for everyone

# Key dates and the selection process



**Closing date:**  
**09 February 2026**  
**9.00am**

We will be in touch by the end of the following week to let you know the outcome of your application.

## **First interviews:**

**17 or 18 February 2026 (via Teams)**

Longlisted candidates will be interviewed by a Campbell Tickell panel (Jim Green and Bill Barkworth).

We will let you know the outcome by 23 February 2026.

**Final interviews:** (includes panel interview and stakeholder sessions)

**26 February 2026 (in person)**

These will take place in person at ISHA's office, and the interview panel will include Pippa Fleetwood-Read (Chief Executive).

Jim Green from Campbell Tickell will also be in attendance.

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**If you are unable to attend on any of the identified dates for interview, please do speak to Campbell Tickell before making an application.**

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# Terms and Conditions

## Remuneration:

£110,039

## Annual leave entitlement:

30 days annually, plus bank holidays, rising to 31 after five years of service. ISHA is closed between Christmas and New Year with three days annual leave automatically deducted

## Working hours:

Work-life balance is important to us, and we have a 35-hour working week. However, as Director of Housing and Neighbourhoods there will be times when it is necessary to work flexibly to fulfil the role, including additional hours. This is not however a general expectation. Attendance at Board meetings, Committees, residential and away days is a requirement of the role.

## Probation and notice period:

Probation is six months and the notice period thereafter is six months.

## Location:

At ISHA's offices, 102 Blackstock Road (Nr Finsbury Park), London N4 2DR.

## Non-contractual employee benefits:

**Pension:** Defined Contribution as a salary sacrifice. Starting at employer (ER) contribution of 6% and 2% employee (EE), or match funded up to a maximum of 10% from ER and EE.

**Emergency leave:** Up to five days per annum for unexpected emergencies. Day one is paid on five occasions to allow employees time to make alternative arrangements.

**Financial services:** We joined with the London Credit Union that provides employees with fair, ethical, and affordable financial services. You can also access the home contents insurance negotiated for our residents.

**Healthcare plan (after probation)** to support wellbeing, covering dental, optical and physio, plus access to stress helplines and more.

**Working flexibly:** Some working from home days per week with prior managerial approval. With monthly designated 'all in' days (we don't offer hybrid contracts at ISHA).

## Support for continuous professional development:

Everyone has a Personal Development Plan, and we offer opportunities to take qualifications, contributing partial funding and study leave. We also offer study loans repayable over 10-months.

**Social opportunities:** as a small organisation we meet regularly as a whole team, celebrate successes and share experiences.

**Other:** Eye care vouchers, cycle to work scheme, Interest Free Season Ticket Loan (after probation). Employee Assistance Programme (EAP). Support for continuous learning and development. Management Academy for managers, social opportunities, staff awards.

## Equality, Diversity, and Inclusion statement:

We expect all ISHA's staff, residents, and stakeholders to be treated equitably and with respect in their dealings with us.

We will be inclusive and reflect the rich and diverse communities we exist to serve.

We will work to earn the trust and confidence of staff, residents, and stakeholders that they can expect - from us and our contractors - respect, fairness, and equitable treatment.

# How to apply

Thank you very much for your interest in the role of Director of Housing and Neighbourhoods at ISHA:

I hope this job pack has provided you with the information you need about the role and selection process to help you decide to apply.

You will no doubt do your own due diligence but do read this pack carefully as it will provide you with a good overview of ISHA and the role. After you have done that, please feel free to get in touch with me, so that I can talk through your offer and get a sense of how it aligns with what ISHA is seeking.

To apply, we will need the following from you:

- **A CV.** Make sure this confirms your current/most recent roles (you can sum up earlier roles, say before the last 15 years); tell us about your achievements so we get a picture of your skills and experience; try to keep it to two pages or three at most;
- **A personal statement.** We want to hear about your motivation, why this role/ organisation, and you will also want to evidence how relevant your offer is to the role specification; again, ideally in two to three pages; and
- **A declaration form,** which is accessible via the ISHA role page at [campbelltickell.com/jobs](http://campbelltickell.com/jobs) and includes space to indicate if you cannot attend any of the interview dates.

Please submit your completed application documents using the online link on the ISHA role page at [campbelltickell.com/jobs](http://campbelltickell.com/jobs).

You will see an onscreen confirmation message after submitting your application, and you should also receive a follow-up email, but if you have any issues, you can call **020 3434 0990**.

The role closes at **9am, 09 February 2026**.

Please ensure we receive your application in good time.

I am happy to have further discussion. Please send me an email at the address below and we can arrange a time to speak.

Bill Barkworth  
Senior Recruitment Associate  
[bill.barkworth@campbelltickell.com](mailto:bill.barkworth@campbelltickell.com)  
07706 369273



# Director of Housing and Neighbourhoods

**£110,039 | London**

At ISHA, community and neighbourhood mean everything to us, and our roots run deep in the areas of North London that we serve. Founded over 90 years ago, we provide around 2,500 homes for over 5,000 people across Islington, Hackney, and Waltham Forest and continue to build on our history of service by offering a wide range of housing choices.

As our new Director of Housing and Neighbourhoods you will be joining a well-respected organisation with strong foundations. But as an ambitious organisation we know there is always more to do. We continue to challenge ourselves to deliver the best for our residents and wider communities, and to champion and drive an inclusive and learning culture at ISHA of which we are very proud.

Along with a successful track record in leadership across the full range of housing services you will bring vision, the ability to inspire our brilliant staff, encourage their creativity and share our unrelenting focus on delivering the best. If you share our passion and belief in what can be achieved by an independent, local and community-based housing provider, please take the opportunity to find out more about us and what we believe is a very special organisation.

You can download a job pack at [www.campbelltickell.com/jobs](http://www.campbelltickell.com/jobs)

Email Bill Barkworth at Campbell Tickell to book a call for further discussion.  
[bill.barkworth@campbelltickell.com](mailto:bill.barkworth@campbelltickell.com) | 07706 369273

Closes: 09 February 2026

CAMPBELL  
TICKELL

# Co-creating homes and communities where everyone can flourish





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