



Board Members (x2) Independent Member of Audit & Risk Committee

Candidate pack

September 2026

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We are locally
based and
community-led



Investment of
over £260m
over the past
20 years





Your application

Thank you for your interest in the Board and Committee vacancies at East End Homes. We are looking for two Board members and an Independent Member of the Audit & Risk Committee.

On the following pages you will find details of the roles and the selection process to assist you in completing and tailoring your application.

You will no doubt do your own due diligence but please read this pack carefully as it will provide you with an overview of the organisation and role.

To apply, we will need the following from you:

- **A CV.** Make sure this confirms your current/ most recent roles, including any NED posts (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, and 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
- **The declaration form,** which is accessible via the role page on our website and includes space to indicate if you cannot attend any of the interview dates. Please indicate which specific role(s) you are applying for in the space provided.

You need to submit your completed application documents using the online form, which is accessible via our jobs page: www.campbelltickell.com/jobs. You will receive an email confirmation and see an onscreen confirmation message after submitting your application, but if you have any issues, you can call **020 3434 0990**.

The role closes at **9.00am on Tuesday 6th October 2026**. Please ensure we receive your application in good time.

We are happy to have a preliminary discussion. Please send an email to either of us at the addresses below and we can arrange a time to speak.

Kind regards,



Bill Barkworth | Senior Associate Consultant
bill.barkworth@campbelltickell.com
07706 369273



Over the past year, our primary objective has been to make sure we deliver the quality homes and services that residents expect and deserve.



The borough also has the largest Muslim population for England and Wales at

39.9%



New homes for social
housing and home
ownership delivered.

430



Welcome from the Chair



I'm pleased to present this exciting opportunity to join the East End Homes Board or Audit and Risk Committee and contribute to the housing association's governance and strategic direction.

It has been my privilege to serve East End Homes residents as Chair of the Board and preside over the improvements that have been introduced over the past few years. We pride ourselves on being a locally based and community-led organisation that supports residents of Tower Hamlets, one of London's most culturally rich and diverse boroughs.

The East End Homes Board operates with one guiding principle: doing the right thing for residents. This has guided our decisions, challenged our thinking and shaped the priorities we have set for the organisation.

Together with our independent committees, we have provided strong stewardship in support of the collective effort to recover a compliant governance grading. East End Homes achieved a G2 grade in June this year and it's been gratifying to see those strong foundations being put in place that will make us truly fit-for-the-future.

We're proof that as a housing association you can be close to residents and communities, while being well governed, financially stable and ambitious. The Board remains committed to supporting the organisation as it continues its upward trajectory.

As Chief Executive, Daniel Killian has ably demonstrated his leadership credentials and colleagues across the organisation have exhibited their resilience and passion for exemplary customer service. East End Homes has an exciting future, and I hope that you will embrace this chance to be a part of its improvement journey.

Jacqui

Jacqui Bateson
Chair of the Board

About us

**East End Homes was established in April 2005.
We are a Registered Provider of Social Housing, a
not-for-profit organisation, and a registered charity.**

We own and manage more than 4,000 properties that span five estates in the London Borough of Tower Hamlets. The organisation's aims are to achieve both housing and community regeneration across all our estates: Glamis, Holland, Island Gardens, Mile End and St. George's.

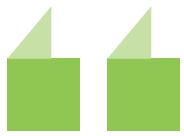
The past 20 years have been focused on major regeneration alongside the development of new homes. The last of the regeneration projects in Mile End is currently taking place, and overall, we have developed more than 430 new homes for both social housing and home ownership, which is a significant achievement for an organisation of our scale. Our offer has always been to provide locally based services for residents, and we provide those services from four local offices and a head office. Our mix of housing includes social rented, leaseholder, London living rent, shared ownership and a small portfolio of market rented. We also have a commercial property portfolio, some which transferred along with the homes, and others have been built as part of new developments

As we move away from the regeneration of our estates it gives us the opportunity to think about our future, and last year we worked with residents of all tenures, our Board, and staff in the development of our 2025 – 2028 Corporate Plan: Creating a Better Future, which will guide our work over the coming years. It gave us the perfect opportunity to reaffirm our commitment to our social purpose for the

residents of Tower Hamlets who we serve, and committing to concentrate on the quality of homes, services and relationships. We also reaffirmed our commitment to supporting thriving communities, which we believe is a strong base to enhance residents' lives.

Tower Hamlets is a diverse, vibrant borough that sits in the East End of London, it has a young population with a median age of 30 and is home to some well-known landmarks including Spitalfields Market, Petticoat Lane and Brick Lane. There is a large Bangladeshi Community which makes up 34% of the residents and both our residents and staff are diverse. Although it adjoins the city and includes the Finance quarter at Canary Wharf, it has high levels of deprivation, particularly among the older generation and a very high demand for social housing.

We want our residents to have a voice in the way that we deliver our services, our priorities and how we are dealing with local issues. We have 3 well-established Estate Management Boards and a Residents Association. We have a resident scrutiny panel who look in depth at areas of our service delivery and hold us to account for making improvements where they are needed, and we are currently working with residents to deliver cost of living support, and work with partner agencies to help deliver other resident support across the Borough.



20 years of operating as a housing association based on the principle of choice.

We have embarked on a Transformation journey to modernise our systems and services, ensure we are living a Customer First approach, and that we are ready to excel with the new consumer standards. We have been on a Recovery Journey, following our downgrade by the Regulator of Social Housing to a G3 non-compliant position in 2023, we are now back to a G2 compliance position, have a new Board, new Leadership Structure and strong Governance and Internal Control frameworks although we still need to do more to improve. Having completed our initial Recovery Plan, we are now concentrating on embedding the changes and moving to a service improvement culture. Working in Tower Hamlets has enabled us to build strong partnerships with other RPs, and we have a long-standing relationship with the Mayor, Councillors and Officers.

Our Vision:

Our vision is to provide quality homes and thriving communities that enrich residents' lives.

Our Mission:

Our mission is to provide local services that meet the needs and aspirations of residents.

Our Values:

We are listening

We value residents' views and listen and act on them. We listen to our colleagues' opinions, ensuring they are heard.

We are trusted

We take responsibility and are accountable for the quality of our services. We take responsibility to resolve issues and keep our promises to residents and colleagues.



We are caring

We care about residents and colleagues. We are kind, respectful and empathetic to their needs.

We are improving

We encourage a culture of continuous improvement and learn lessons when we get it wrong. We encourage curiosity among colleagues to ask questions and make suggestions.

Further information and our team

- Our news and publications can be viewed [here](#)
- Our Corporate Plan 2025 to 2028 can be viewed [here](#)
- The latest Financial Statements can be viewed [here](#)
- Tenant Satisfaction Measures can be viewed [here](#)
- The Executive Management Team can be viewed [here](#)
- The East End Homes Board can be viewed [here](#)

For further details about East End Homes, you can also visit our website at: www.eastendhomes.net

Role Profile: Board Member

Accountable to: East End Homes
Chair and Board

Role Purpose

Provide input to the Board and the organisation as a whole, ensuring capable and effective decision making that underpins stability, growth and development.

Contribute actively to the board's role in determining and monitoring East End Homes' strategic direction, setting overall policy and ensuring good governance.

Build a constructive working relationship with the Chair, other board members and Executive members, providing advice, counsel and support.

Duties

Legal

- Ensure that East End Homes, operates in accordance with all applicable laws, regulatory requirements and guidance, governing documents and corporate governance best practice.
- Ensure that East End Homes pursues its charitable objects and provides public benefit.
- Ensure that East End Homes uses its resources effectively and exclusively in pursuance of its charitable objects.
- Uphold the fiduciary duty invested in the position, undertaking such duties in a way that adds to public confidence in East End Homes.
- Act at all times in the best interest of East End Homes and its current and future beneficiaries.

Strategic

- Contribute actively to the board's role in determining East End Homes' strategic direction, setting overall policy, defining goals and objectives, evaluating opportunities and risks, and monitoring performance against agreed targets.
- Keep under review East End Homes' long-term development, in light of the political, economic and social environment within which it operates.

Financial, Governance and Risk

- Ensure East End Homes' financial stability and viability and approve the annual budget.
- Protect and manage East End Homes' assets and ensure the proper investment of its funds.
- Ensure a framework of prudent and effective controls, which enable risk to be identified, assessed and managed, in place.
- Ensure compliance with the adopted Codes of Governance and Conduct, Standing Orders and Financial Regulations and any organisational policies relating to Board Member activity.
- Utilise skills and knowledge to analyse issues presented to the Board and participate in group decision making by contributing to debate and challenging the views of others where appropriate.



Customers

- Board members have a vital role in ensuring that the voices, needs and experiences of customers are central to the organisation's purpose, strategy and decision-making. This includes:
- Upholding and promoting a strong organisational culture that treats all customers with fairness, respect and empathy.
- Providing robust oversight to ensure the organisation meets, and seeks to exceed, the Regulator of Social Housing's consumer standards, including safety, quality, tenancy, neighbourhood and transparency.
- Seeking assurance that the organisation listens to customers effectively, acts on their feedback, and continuously improves services in response.
- Championing meaningful customer engagement and being open to challenge from customers and stakeholders.
- Ensuring the board actively considers the impact of decisions on customers and communities, including how the organisation supports tenants to thrive.

Other

- Ensure the effective and efficient administration of the business, striving for governance best practice.
- Uphold and promote the vision, purpose, values and priorities of East End Homes, and role model the desired culture, values and behaviours including its commitment to equal opportunities and diversity.
- Ensure a declaration of all interests is provided to East End Homes at least annually or sooner if circumstances change. Be alert to conflicts of interest or loyalty and actively engage with the Chair of the Board and the Company Secretary to discuss any changes to circumstances that could present a reputational or other risk to East End Homes.
- Represent East End Homes to a range of external stakeholders as appropriate, maintaining the highest standards of behaviour and conduct.

This role profile will be supplemented by an appropriate skills matrix. A copy of this profile will be provided to the board member for acceptance as part of their appointment.

Person Specification: Board Member

Specific skills and experience for these two vacancies:

Finance: we are looking for a qualified accountant with senior level experience in strategic finance, treasury and/or audit, ideally gained as an executive or non-executive within the housing sector. This person will sit as a member of our Audit & Risk Committee and the Finance & Investment Committee.

Asset Management & Compliance: for this role you will bring senior level experience and a broad perspective on the strategic management of housing assets, with familiarity with current legal, regulatory and asset compliance/building safety requirements. This person will sit as a member of our Resident Services Committee and Audit & Risk Committee.

General skills and experience required of a Board member:

Essential

- Leadership experience.
- Good interpersonal and analytical skills.
- Resident and community focused.
- Strategic thinking.
- Business acumen.

- Related industry experience or understanding of the issues and challenges facing the social housing sector.
- Guiding organisations to meet their strategic objectives and outcomes.

Desirable

- Business strategy.
- Business transformation.
- Risk-based approach to decision making and analysis.
- Guiding organisations in a regulatory improvement journey.

You will be expected to demonstrate the following at interview stage:

- Ability to apply specialist knowledge appropriately.
- Ability to apply critical thinking to evaluate proposed courses of action.
- Eagerness to learn and stay updated on social housing issues.
- A team player, able to build great relationships within East End Homes and with our partners.

- Honesty and professionalism.
- A passion for listening to people's needs, collaborating and challenging constructively.
- A respect for different opinions during difficult conversations, and an ability to find a 'middle ground'.
- Analytical skills, with an ability to understand performance data – including financial performance, risk and other technical information - to inform decision making
- Ability to commit the necessary time to do the job well.
- Ability to carefully consider the impact of your decisions on residents and future business outcomes.
- Willingness to represent and positively promote East end Homes.

85%

The group currently has a healthy amount of fixed rate debt (85%)



Role Profile: Independent Member, Audit & Risk Committee

Accountable to: Chair, Audit & Risk Committee

Purpose:

Provide input to the committee and the organisation as a whole, ensuring capable and effective decision making that underpins stability, growth and development.

Contribute actively to the committee's role in determining and monitoring East End Homes' strategic direction, setting overall policy and ensuring good governance.

Build a constructive working relationship with other committee members and Executive members, providing advice, counsel and support.

Duties:

Legal, Governance and Risk

- Undertake the duties of the role in a way that adds to public confidence in East End Homes.
- Ensure that East End Homes pursues its charitable objects and provides public benefit.
- Ensure that East End Homes uses its resources effectively and exclusively in pursuance of its charitable objects.

- Utilise skills and knowledge to analyse issues presented to the committee and participate in group decision making by contributing to debate and
- challenging the views of others where appropriate.
- Act at all times in the best interest of East End Homes and its current and future beneficiaries.

Strategic

- Contribute actively to the committee's role in supporting East End Homes' strategic direction.

Financial

- Provide challenge and contribute to debate to ensure the committee's decisions impact positively financial stability and viability.
- Ensure a framework of prudent and effective controls, which enable risks to be identified, assessed and managed, in place.

Customers

- Champion meaningful customer engagement and being open to challenge from customers and stakeholders.
- Ensure the committee actively considers the impact of

decisions on customers and communities, including how the organisation supports tenants to thrive.

Other

- Uphold and promote the vision, purpose, values and priorities of East End Homes, and role model the desired culture, values and behaviours including its commitment to equal opportunities and diversity.
- Ensure a declaration of all interests is provided to East End Homes at least annually or sooner if circumstances change. Be alert to conflicts of interest or loyalty and actively engage with the Chair of the Committee and the Company Secretary to discuss any changes to circumstances that could present a reputational or other risk to East End Homes.
- Promote and uphold East End Homes' values, representing East End Homes to a range of external stakeholders as appropriate.

This role profile will be supplemented by an appropriate skills matrix. A copy of this profile will be provided to the committee member for acceptance as part of their appointment.

Person Specification: Independent Member, Audit & Risk Committee

Specific Skills and Experience for this role:

The successful candidate may have experience as a non-executive director, although not essential. What you will bring will be a background in ICT/ business transformation and strategic insight across how technology (including cyber and AI) can help transform how we do business.

General skills and experience required of a Committee Member:

- Understanding of risk management, internal control frameworks, and the strategic role of audit within housing or similarly complex sectors.
- The ability to scrutinise financial reporting, audit processes and control environments is important.
- A working knowledge of the social housing regulatory landscape, or a demonstrable ability to get up to speed quickly with its key pressures and obligations.
- A confident but collaborative style, supporting an executive team through a period of transition.
- An understanding of good governance, with the judgement to know when to challenge, when to support, and how to build consensus.



We operate from five local offices and run four community centres.

Key terms and conditions

Remuneration:

Board member:

£3,966 per annum (subject to review)

Committee member:

£1500 per annum (subject to review)

The appointment:

The term of office would usually be an initial three-year term, with further a term considered up to a maximum of six years in total.

Time Commitment:

Board Member: 1 to 2 days per month.

This includes 5 Board meetings plus an AGM, 4 to 5 meetings of each committee, 2 strategic Board Away Days, single issue briefings, training, and induction, reading and preparation for Board meetings, and occasional attendance at our customer and other stakeholder events.

Board meetings are expected to be in-person, other meetings may be a hybrid of virtual or in-person.

Committee Member: up to 1 day per month

This includes 4 to 5 Committee meetings per year, attendance at Strategic Board events, reading and preparation for Committee meetings. Committee meetings are a mix of virtual and in-person meetings depending on each committee.



You may be required to devote additional time particularly when the organisation is undergoing a period of increased activity. At certain times it may be necessary to convene additional Board, Committee or general meetings which will be done in accordance with the Constitution.

Location:

In-person meetings will be held at: East End Homes, 3 Resolution Plaza, Spitalfields, London, E1 6PS.

Calendar of meetings 2026/2027

Upcoming meetings are currently scheduled for:

EEH Board: - typically at 1pm

- 15 December 2026

- 16 March 2027

- 22 June 2027

- 28 July 2027 (accounts approval only)

- 20 September 2027 (AGM)

- 19 October 2027

Audit & Risk Committee: - normally at 3pm

- 18 November 2026

- 17 February 2027

- 12 May 2027

- 20 July 2027

- 22 September 2027

Finance & Investment Committee: - normally at 5pm

- 17 November 2026

- 9 February 2027

- 11 May 2027

- 20 July 2027

- 21 September 2027

Resident Services Committee: - at 5pm

- 25 November 2026

- 10 February 2027

- 26 May 2027

- 29 September 2027

Key dates and selection process

Closing date | Tuesday 6th October 2026 | 9.00am

We will be in touch with you to let you know the outcome of your application by the end of week commencing 12th October.

First Stage Interview | Thursday 22nd October & Friday 23rd October 2026 | via Teams

Longlisted candidates will be interviewed by a Campbell Tickell panel, Bill Barkworth, Senior Associate Consultant and Alice Morris, Senior Consultant.

We will be in touch to let you know the outcome of the interview by Wednesday 4th November.

Stakeholder meetings | w/c 9th November 2026 | via Teams

There will be an opportunity to meet representatives of East End Homes residents and members of the Executive Management Team.

Final interviews | Thursday 12th & Friday 13th November 2026 | In-person

Shortlisted candidates will be interviewed by a Board panel chaired by Jacqui Bateson (Chair), Hilary Milne (Chair of Audit & Risk Committee) and Sandra Fawcett (Chair of Resident Services Committee). Daniel Killian (Chief Executive), Alex Bailey (Head of Governance) and Bill Barkworth (Senior Associate with Campbell Tickell) will also be in attendance

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



Registered as a social landlord in 2005, the same year that Mile End residents voted for us to be their landlord.





**Creating a better
future with residents**

**Board Members
x2 & Independent**

**Member of Audit
& Risk Committee**



Board Member £3,966 pa, 1 to 2 days per month
Committee Member £1,500 pa, up to 1 day a month

At East End Homes we build, manage and look after over 4,000 homes across one of the most vibrant and diverse parts of the Capital. And then we go further, we give our residents the strong foundations they need to get on with life. Under our 'Customer First' approach we aim to build better lives for our residents, not just better homes. Everything we do is for their security, health and wellbeing under their own roofs, in their own communities and out there in the wider world.

In common with other social housing providers the last few years has seen major challenges for our sector and our residents. Internally we have seen significant changes in the way that we work, our governance and our leadership to bring us back into regulatory compliance, which we achieved this year. However, we are still on a transformation journey and have much more to do.

A key element to our journey's success will be the appointment of Board and Committee members who can bring strategic insight, experience of working at a senior level in a large complex and diverse business like ours, and who live values that are in tune with ours.

We are now looking for two new Board colleagues. One will come from a background in strategic finance and have some understanding of our sector. For the other we want to hear from candidates with senior level experience across asset management, compliance and building safety. To sit on our Audit & Risk Committee we are also looking to appoint someone with a background in ICT/business transformation including experience in cyber and AI.

If you have the passion and desire to contribute to our journey, help us make further step changes in our progress and find out more.

Download a job pack at www.campbelltickell.com/jobs or contact **Bill Barkworth** at **Campbell Tickell** for an initial conversation: bill.barkworth@campbelltickell.com | **07706 369273**

Closing date: Tuesday 6th October 2026 at 9.00am

CAMPBELL TICKELL

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