

Chief Executive **Recruitment Pack**

September 2026

Your application

Thank you for your interest in the role of Chief Executive with Harrogate Housing Association.

On the following pages, you will find details of the role 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 Harrogate Housing Association and the role.

In order to apply you should submit:

- **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, and try to keep it to two pages or three at the most;
- **A supporting statement.** We want to hear about your motivation, why this role and why Harrogate Housing Association, detailing how you are a good candidate for this post and how you fulfil the person specification – we recommend that this is no longer than 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 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 on Monday 5th October 2026 (9am)

Please ensure we receive your application in good time.

Please do contact me if you wish to have an informal discussion about the role and organisation, or if you have any other questions to help you decide whether to apply.

Kind regards

Kelly Shaw

Kelly Shaw | Senior Associate Consultant
Kelly.shaw@campbelltickell.com | 07900 363803

Contents

Contents

Welcome from the Chair4

About Harrogate Housing Association5

Job Description6

Person Specification8

Key Terms and Conditions9

Key Dates and Selection Process 10

Welcome from the Chair

Dear Candidate,

Thank you for your interest in the role of Chief Executive at Harrogate Housing Association.

This is an exciting time for our organisation. We are proud to be a strong, financially resilient and genuinely local housing association, rooted in Harrogate and committed to serving the communities and neighbourhoods that make our area such a special place to live. Our reputation has been built over many years through close relationships with residents, partners and local stakeholders, and through our unwavering commitment to providing high-quality homes and services. As we look ahead, we see significant opportunities to build on these foundations, strengthen our local impact and continue delivering positive outcomes for the people and communities we serve.

The Board is seeking an exceptional leader who can guide the Association through the next phase of its development. While the housing sector continues to face a changing and increasingly complex operating environment, we believe our future is full of opportunity. We are ambitious for our residents, our colleagues and the local communities that rely on us, and we are looking for a Chief Executive who shares that ambition and understands the value of place-based leadership.

Our next Chief Executive will work closely with the Board to shape and deliver our future strategic direction, ensuring that Harrogate Housing Association remains financially resilient, well governed and firmly focused on meeting local housing needs. They will provide visible and inspirational leadership, promoting a culture that reflects our values, supports our people to perform at their best and keeps residents at the heart of everything we do.

We are looking for an individual who combines strategic vision with strong commercial and financial expertise, alongside the ability to build trusted relationships with a wide range of stakeholders. Above all, we want someone who understands the importance of our social purpose, values local connections and is passionate about making a positive difference to the lives of residents and communities.

Whether you are an experienced executive leader ready for your first Chief Executive appointment or already leading an organisation, we are interested in hearing from talented individuals who can bring fresh thinking, sound judgement and authentic leadership to this important role. This is a rare opportunity to lead a respected local organisation where decisions have a direct and visible impact on people's lives and communities.

This appointment represents a unique opportunity to lead a successful and well-regarded housing association while helping to shape the future of housing and community wellbeing across the area we serve. If you are excited by the opportunity to make a meaningful local impact and share our commitment to excellent resident services, we would be delighted to receive your application.

I hope the information within this candidate pack gives you a sense of the opportunity ahead and encourages you to learn more about Harrogate Housing Association, our communities and our ambitions for the future.

On behalf of the Board, thank you for your interest, and I look forward to hearing from you.

Yours sincerely,

David Smith

David Smith
Chair | Harrogate Housing Association

About Harrogate Housing Association

Originally known as Harrogate Families Housing Association it was formed in 1968 in a response to the appeal to mark the 20th anniversary of the United Nations declaration on human rights, to address the perceived need and provide good quality accommodation at affordable rents. These values are at the centre of what the Association aims to deliver for the people of Harrogate.

Through fundraising, monetary and property gifts and bequests, grants from the Government and loans the Association grew and currently owns 275 homes in and around the district of Harrogate. This includes a supported housing scheme for young people operated in partnership with Foundation, the support provider and a number of dispersed properties for people recovering from alcohol and drugs use operated by Changing Lives. There is close co-operation between the Association and North Yorkshire Council to assist in the delivery of its strategy and to develop new homes.

In addition to the properties directly owned by the Association it manages a further 33 properties for Harrogate Flower Fund Homes, a housing association based in Harrogate.

Our values

We are local, approachable and customer-focused:



Local

Our commitment is to invest and sustain our business solely in the Harrogate District (Harrogate Council footprint before it became part of North Yorkshire Council). We enable local people to create a home near family and work.

By being based at the centre of the community we serve our decisions are supported by local knowledge and a real understanding of our customers' needs. We are part of the community where we work and we want to make our neighbourhoods better places to live and where everyone can prosper.



Approachable

We welcome interaction with our customers and there will always be a familiar face to talk to.

We will continue to build rapport with people and have relationships based on mutual trust and respect.

Customers can discuss matters with us in an open and honest manner, they will be listened to and taken seriously.

Together we will continue to improve neighbourhoods and homes making them better places to live.



Customer-focused

Customers are fundamental to everything we do.

We hear what our customers tell us is important and work with them to shape our services and investment plans, taking time to explain decisions and priorities.

We work proactively to delivery excellent customer service and are committed to ensuring customers enjoy living in their homes and want to stay there.



Together, we're creating better homes and stronger communities.



HARROGATE
HOUSING ASSOCIATION

Performance Reports can be viewed [here](#)

Senior Management Team can be viewed [here](#)

Board Information can be viewed [here](#)

View [here](#) for further details on Harrogate Housing Association

Job Description

CHIEF EXECUTIVE

Reporting to: Board of Management

Responsible for: Executive Leadership Team

Location: Harrogate Housing Association

Role Purpose

Harrogate Housing Association is seeking an inspiring and strategic Chief Executive to lead the organisation through its next phase of development.

Working closely with the Board, the Chief Executive will provide visible and values-led leadership, ensuring the Association remains financially strong, well-governed and focused on delivering excellent outcomes for residents and communities.

The postholder will lead the delivery of organisational objectives, nurture a high-performing culture and build strong partnerships that enhance the Association's reputation, influence and impact.

Key Accountabilities

Strategic Leadership

- Lead the development and delivery of the Association's vision, strategic priorities and business plans.
- Provide inspirational leadership that promotes innovation, continuous improvement and organisational resilience.
- Ensure the Association responds effectively to sector opportunities, challenges and emerging risks.
- Promote a clear focus on achieving positive outcomes for residents and communities.

Governance, Risk and Assurance

- Support the Board in achieving the highest standards of governance and accountability.
- Ensure effective risk management, assurance and internal control frameworks are maintained.
- Maintain compliance with all relevant legal, regulatory and statutory obligations.
- Foster productive and trusted relationships with Board Members and key stakeholders.

Financial Leadership

- Ensure the long-term financial sustainability and viability of the Association.
- Lead effective business planning, resource allocation and investment decisions.
- Maintain strong financial stewardship and deliver value for money.
- Promote commercial awareness and identify opportunities that support organisational objectives.

Residents, People and Culture

- Champion the resident voice and ensure services are shaped around resident needs and experiences.
- Lead the development of a positive, inclusive and high-performing organisational culture.
- Inspire and develop colleagues to achieve individual and organisational success.
- Promote equality, diversity, inclusion and wellbeing throughout the Association.

Partnerships and Influence

- Act as the principal ambassador and spokesperson for the Association.
 - Build and maintain effective relationships with residents, partners, regulators, local authorities, funders and stakeholders.
 - Enhance the Association's profile, reputation and influence within the housing sector and wider community.
 - Promote partnership working that delivers positive social impact and strengthens communities.
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Corporate Responsibilities**The Chief Executive will:**

- Uphold and promote the values, purpose and reputation of the Association.
- Ensure the organisation remains resident-focused in all decision-making.
- Champion sustainability, social value and responsible stewardship of resources.
- Promote a safe, healthy and inclusive working environment.
- Act with integrity, accountability and professionalism at all times.

Flexibility Statement

This job description outlines the principal responsibilities of the role and is not intended to be an exhaustive list of duties.

As Chief Executive, the postholder will be expected to demonstrate flexibility and strategic leadership in responding to changing organisational priorities, opportunities and challenges, undertaking responsibilities consistent with the level and purpose of the position.

Person Specification

Qualifications

- Professionally qualified accountant (CCAB or equivalent).
- Degree-level qualification or equivalent professional experience.
- MBA, postgraduate qualification or executive leadership qualification (desirable).
- Chartered Director or equivalent governance qualification (desirable).

Experience

- Significant senior leadership experience, preferably within the social housing sector or transferable sector.
- Proven experience of developing and delivering organisational strategy and transformational change.
- Experience of working effectively with Boards, governing bodies or equivalent stakeholders.
- Responsibility for organisational performance, financial management and business planning.
- A successful track record of building strategic partnerships and influencing diverse stakeholders.
- Experience of leading and developing high-performing teams.

Knowledge and Expertise

- Strong financial and commercial acumen.
- Understanding of governance, risk management and regulatory compliance.
- Knowledge of strategic leadership and organisational development.
- Understanding of customer-focused service delivery and resident engagement.
- Ability to balance social purpose with strong business performance.
- Knowledge of the social housing regulatory framework.

Leadership Style and Personal Attributes

The successful candidate will demonstrate:

- Strategic thinking and sound judgement.
- Visible, authentic and values-led leadership.
- Strong influencing and relationship-building skills.
- Financial credibility and commercial awareness.
- Excellent communication and stakeholder management skills.
- A commitment to delivering excellent outcomes for residents and communities.
- Resilience, adaptability and accountability.
- A collaborative and inclusive approach.
- Commitment to equality, diversity and inclusion.
- Passion for the Association's social purpose and values.

Key Terms and Conditions

Salary and benefits:

Salary is c.£97K per annum (depending upon experience).

The pension scheme is the SHPS Defined Contribution (DC) scheme, with employee and employer contributions starting at 4% each. The Association matches employee contributions up to a maximum of 10%.

Members of the pension scheme are also provided with life assurance cover of three times their annual salary.

Holiday entitlement:

25 days, plus 8 bank holidays. This rises to 27 days after five years of service and 30 days after 10 years.

The office closes between Christmas and New Year. Employees are therefore required to reserve three days of their annual leave entitlement to cover this period.

Working hours:

Normal hours of work are 37 hours per week based around the usual business working week.

However, due to the seniority of this post there is a requirement for flexibility in meeting the full responsibilities of the post. Attendance at evening meetings will be required from time to time.

Probation and notice periods:

The probation period for the role is 6 months.

The notice period after probationary is 6 months.

Sickness pay:

Following successful completion of the probationary period, employees are entitled to one month's full pay and one month's half pay during periods of sickness absence. This entitlement increases to two months' full pay and two months' half pay after one year's service, three months' full pay and three months' half pay after three years' service, and four months' full pay and four months' half pay after four years' service.

Location:

Your normal place of work will be our office at **Harrogate Housing Association**, 10 High Street, Harrogate, HG2 7HY, but travel across our operating areas is expected.

There are also flexible/agile working arrangements in place.

Key Dates and Selection Process

Closing date:**Monday 5th October 2026 (9am)**

The client meeting to agree longlisted candidates will take place on **Monday 12th October 2026**. All candidates will be informed later that day and unsuccessful candidates will be offered feedback by Campbell Tickell.

First Interviews:**Thursday 15th October 2026**

Longlisted candidates will be interviewed by a Campbell Tickell panel. On the same day there will be an opportunity to meet with the Chair and outgoing Chief Executive for a separate discussion session. All sessions will be held virtually via MS Teams.

Remote Testing:**From w/c 2nd November 2026**

Shortlisted candidates may be asked to complete an online remote exercise. To be confirmed nearer the date.

Final Interviews:**Wednesday 11th November 2026**

There will be an opportunity to meet with the Board and a range of stakeholders on the same day. This will be followed by a presentation, which will be delivered at the start of the final interview with the selection panel.

The interview panel will include David Smith (Chair), Kirsty Withers (Board Member), Kelly Shaw (Campbell Tickell – Advisor/Observer)

Interviews will be held at **Harrogate Housing Association, 10 High Street, Harrogate, HG2 7HY**

We hope you will appreciate that we are seeking to get a balance in delivering a robust selection process that is not overly onerous for candidates. If you have any issues with the dates, please do speak to Campbell Tickell in advance of submitting your application.

Chief Executive

c.£97K | North Yorkshire



Shape the Future of Affordable Housing in Harrogate

Harrogate Housing Association is a respected, financially strong and genuinely local organisation with a proud history of providing high-quality homes and services for people across Harrogate and the surrounding area.

Deeply rooted in the communities we serve, we are committed to making a positive difference to local residents' lives and helping our neighbourhoods thrive. Following the planned retirement of our long-standing and highly respected Chief Executive, we are seeking an exceptional leader to guide us through the next stage of our journey.

Working closely with the Board, the Chief Executive will provide strategic and inspirational leadership, ensuring the Association remains financially resilient, well governed and firmly focused on meeting local housing needs and delivering excellent outcomes for

residents and communities. You will lead the delivery of our strategic ambitions, foster a high-performing culture and strengthen our reputation as a trusted local organisation and influential voice within the region.

We are looking for a credible and values-driven leader with strong commercial and financial acumen, supported by a professional accountancy qualification. You will bring experience of strategic leadership, organisational change and stakeholder engagement, together with the ability to inspire confidence and build strong relationships with residents, colleagues,

partners and stakeholders across Harrogate, North Yorkshire and beyond.

Whether you are an experienced executive leader ready for your first Chief Executive appointment or already leading an organisation, this is an outstanding opportunity to shape the future of a well-regarded local housing association, champion the interests of local communities and make a lasting difference to the lives of residents.

If you share our commitment to excellent resident services, strong local communities and social purpose, we would be delighted to hear from you

For a confidential discussion and to request further information, please contact kelly.shaw@campbelltickell.com or call **07900 363803**.

Closing Date | **Monday 5th October 2026 (9am)**

CAMPBELL TICKELL

Telephone 020 8830 6777
Recruitment 020 3434 0990

info@campbelltickell.com
www.campbelltickell.com
[@CampbellTickel1](#)