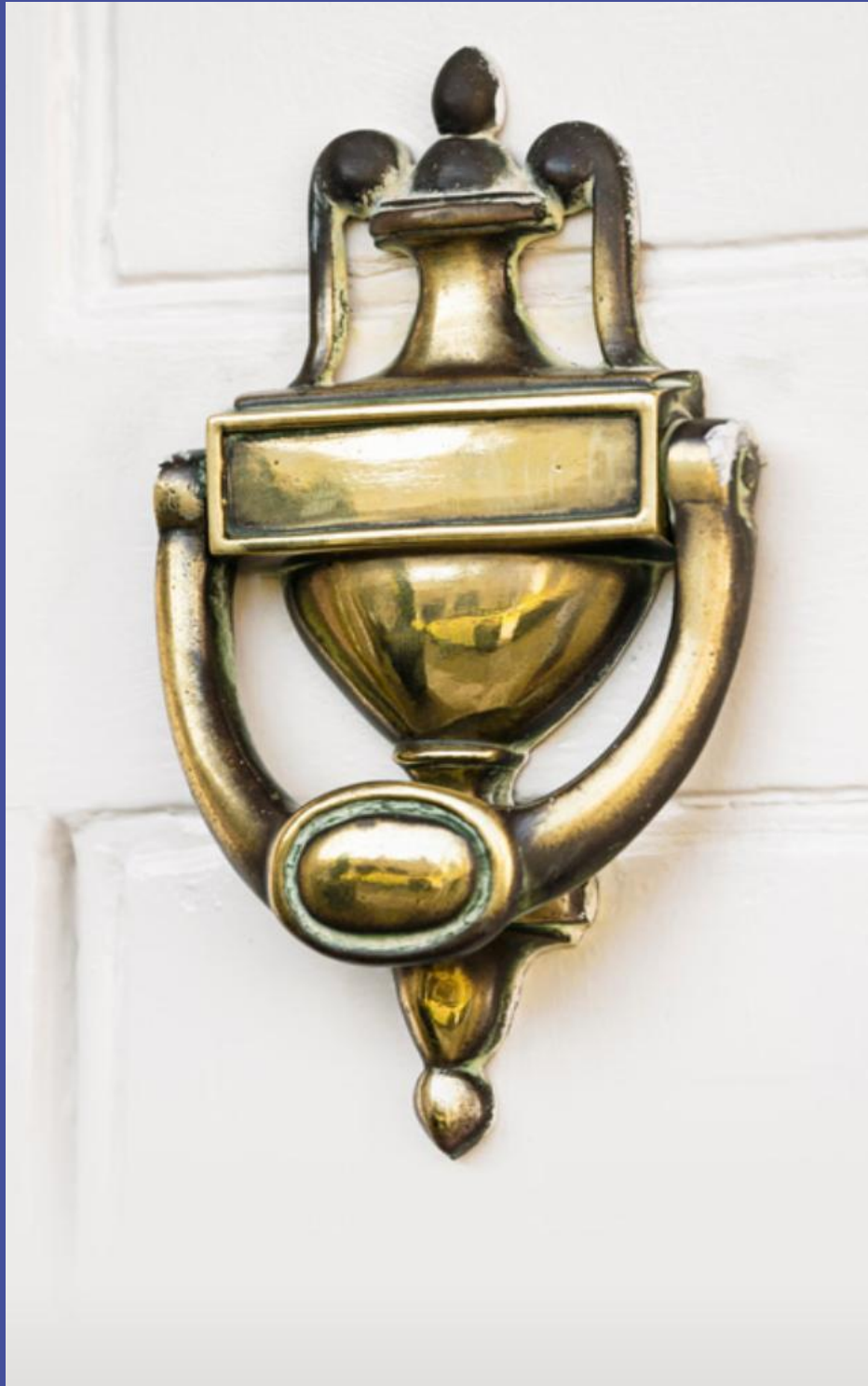




Chief Executive Officer Recruitment September 2026

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YOUR APPLICATION

Thank you for your interest in this Chief Executive post at Sandbourne 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 do read this pack carefully as it will provide you with a good overview of the organisation and role. After you have done that, please feel free to get in touch with one of us, so that we can talk through your offer and get a sense of how that aligns to what Sandbourne Housing Association 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, 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 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 9am on Friday 2nd October. Please ensure we receive your application in good time.

Do contact one of us 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.

Alice Morris

**Consultant
Campbell Tickell**

alice.morris@campbelltickell.com

07931 432033

WELCOME

Thank you for your interest in becoming the next Chief Executive of Sandbourne. This is an exciting time to join a well-known and respected housing association, leading a close-knit team to help Sandbourne make a meaningful impact on the lives of the residents it serves.

At Sandbourne, we are a small, local organisation with a single focus: to meet local needs with local solutions through the provision of short and long-term affordable accommodation and communal facilities. We have served the residents of Dorset and Hampshire under the Sandbourne name for over 10 years, continuing the historic work of Bournemouth Housing Society for the Elderly and Broadway Park Housing Association.

We are on track in our work towards our Business Plan for the years 2024-2028, which has focused on consolidation across the organisation. We are redeveloping our existing stock, looking to make the best use of our assets, and working closely with our residents to improve the services we provide.

Sandbourne is an organisation that aims to pursue both the highest levels of governance and the highest levels of tenant satisfaction. Our Board and dedicated team of staff work tirelessly to ensure that the organisation fulfils its social purpose in a sustainable and compliant manner, while putting residents at the heart of decision-making.

As Chief Executive, you will play a pivotal role in leading on those goals. Reporting to the Board, you will provide clear, practical and visible leadership, ensuring that the organisation remains steadfast in its purpose to provide high-quality homes and tenant-focused services. You will lead a small and talented management team, working operationally and strategically across the business, with a sustained commitment to creating and promoting an inclusive and respectful learning culture.

If you are inspired by the opportunity to lead a values-driven organisation through the next chapter of its journey, we would be delighted to hear from you. Our recruitment partners, Campbell Tickell, are supporting us with this appointment and would welcome the opportunity to discuss the role with you in more detail.

Sincerely,

María

Chair of the Board

ABOUT SANDBOURNE

Bournemouth Housing Society for the Elderly (BHSE) and Broadway Park Housing Association (BPHA) merged on 27 January 2015 to become Sandbourne Housing Association.

Our new name has been adopted from the Thomas Hardy novels based in Wessex — Sandbourne being his chosen name for the Bournemouth area.

We were both, and continue to be, "not-for-profit" Registered Housing Providers with Charitable Status, more commonly known as a Housing Association.

Our basic aim has not significantly changed. We continue to provide a small, though increasingly robust, locally based, person-centred business. This includes providing short- and long-term affordable accommodation and communal facilities targeted to meet a wide variety of local needs. We have a dedicated team of staff who provide a wide variety of services including administration, finance, housing management and maintenance. Along with our contractors, we provide these services primarily to our leaseholders, tenants and shared ownership occupiers (residents). We strive continually to improve our services and make our buildings and services as accessible as possible.

Our work is governed by legislation, regulation, policies, and contracts and is overseen by the Board and shareholders, all of whom have a variety of suitable skills and serve in an entirely voluntary and unpaid capacity. Up to a third of Board vacancies are available for residents and are voted on by residents every three years. This ensures the views of residents are considered at the highest level. The day-to-day work of the Association is carried out by paid staff, covering all the administration, finance, property, and housing management services.

We are committed to treating everyone (whether customer, supplier, applicant or employee) equally regardless of gender, disability, race, ethnic origin, sexual orientation or faith, etc.

To learn more about Sandbourne, and to view our various reports, please click [here](#)



ABOUT OUR SERVICES

Family Housing and Shared Ownership / Leasehold

Our family homes (18 years old and over) are primarily located in Poole, with a small number of rented family homes located in Bournemouth, Wimborne and Milborne St Andrew. We also own 21 shared ownership one and two bedroom flats in Canford Heath, Poole. Our family homes are managed on a day-to-day basis by a Housing Team and a Maintenance Team based out of our Registered Office in Bournemouth.

Rent Housing for 60+ and 45+ for Extra Care Homes

Our 60+ rented accommodation is located in Bournemouth (Southbourne and Winton) and Ringwood and is managed out of our Bournemouth office.

All our housing has a communal door entry system. Our homes in Southbourne have additional features for residents' use, such as a local drop-in office (for pre-arranged appointments), laundries, guest rooms, passenger lifts and/or communal lounges and communal gardens.

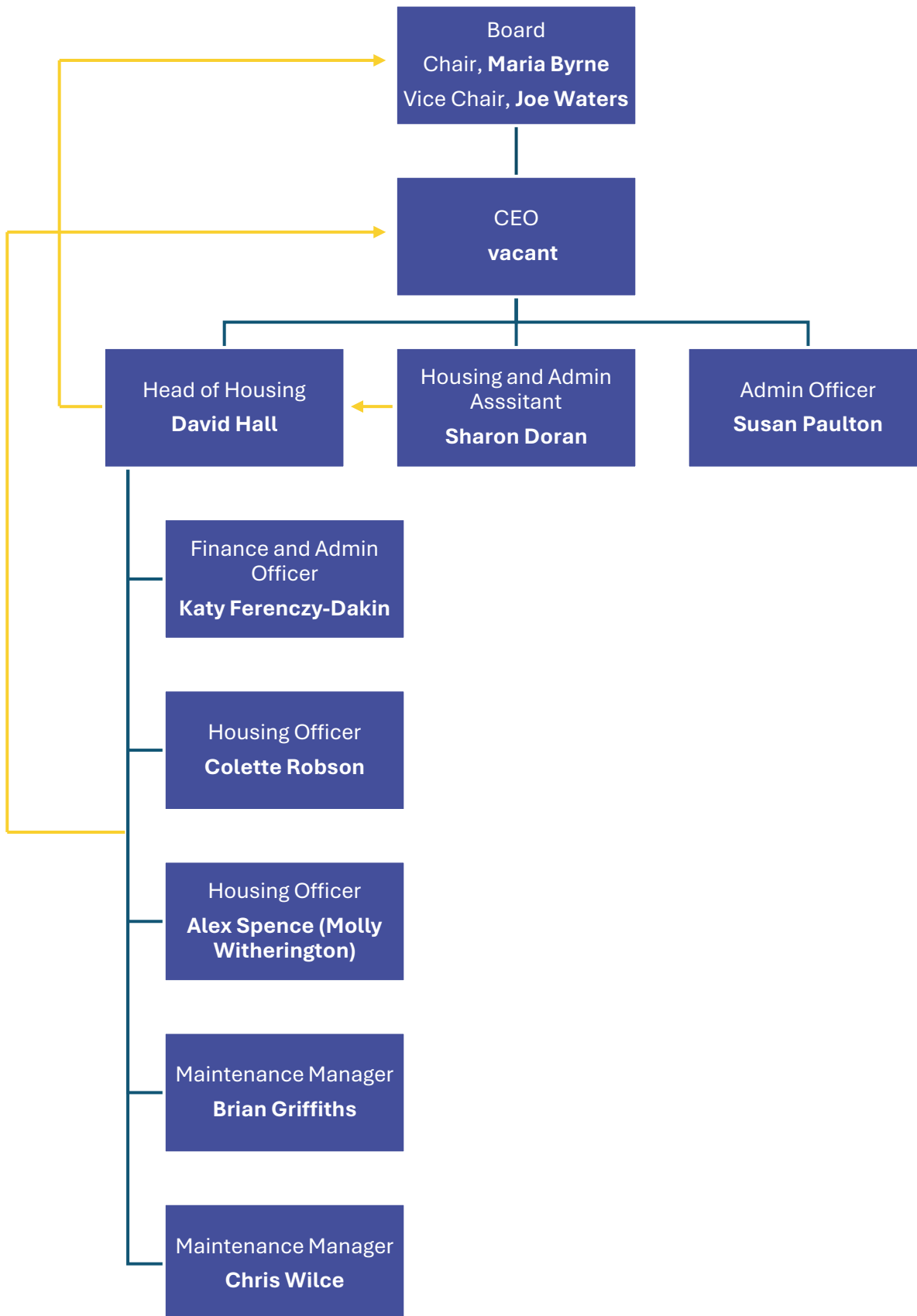
The three sites across Southbourne and Craigleith in Bournemouth (not Winton) have plentiful opportunities for a variety of social events, organised by residents and are facilitated by council contracted staff at Craigleith. How much residents join in is entirely up to them.

Bournemouth, Christchurch and Poole Council externally contract a company that provides both the on-site care and housing related support at our extra care rented scheme at Craigleith (East Cliff) in Bournemouth (normally 45 years old+).

The care and support staff are normally on site at Craigleith from 7am to 11pm, 7 days a week, 365 days a year. Outside of these hours an emergency call service is available.



OUR TEAM



JOB DETAILS

Role

Chief Executive

Salary: £83,918.04

Responsible to

Sandbourne's Board of Management

Direct Reports:

- Housing Management
- Housing Maintenance
- Finance
- Administration

Work Location:

Hybrid, with at least 3 days in the office.

ROLE SUMMARY

The Chief Executive is responsible to the Board for the visible, hands-on leadership and effective day-to-day management of Sandbourne Housing Association.

They are responsible for leading the delivery of Sandbourne's business plan, regulatory obligations and improvement priorities.

The Chief Executive works closely with the Board, staff, residents and local partners to maintain Sandbourne's strong community focus, uphold its values and ensure services are shaped by resident voice, local need and sound evidence.

CORE ACCOUNTABILITIES

The Chief Executive role focuses on four leadership areas:

- Leading the organisation
- Leading on governance and compliance
- Leading people
- Leading tenant-focused services

KEY RESPONSIBILITIES

Leading the organisation

1. Provide clear, practical and visible leadership for Sandbourne, ensuring the Board receives timely, accurate and proportionate information on performance, risk, finance, compliance, resident outcomes and service quality.
2. Lead Sandbourne's business plan, ensuring priorities are realistic, affordable and aligned to Sandbourne's purpose of remaining a small local provider of high-quality homes and resident-focused services.
3. Maintain strong oversight of financial viability, treasury, budgets, rent and service charge income, value for money and long-term investment in homes.
4. Identify opportunities for service improvement, resident involvement, partnership working, funding and development or acquisition.

5. Act as an ambassador for Sandbourne, building constructive relationships with residents, local authorities, regulators, funders, contractors and community partners.
6. Ensure communication is clear, accessible and transparent, protecting and enhancing the association's reputation with tenants, partners and stakeholders.
7. Ensure effective management of Sandbourne's homes, assets, office arrangements, IT systems, data, cyber security, procurement, resident communications and business continuity arrangements.
8. Take overall responsibility for health and safety, building safety, safeguarding, tenant safety, damp and mould, disrepair risk, stock condition assurance and long-term asset investment planning.

Leading on governance and compliance

1. Work collaboratively with Sandbourne's voluntary Board and Chair to support effective governance, ensuring reports, recommendations and assurance are clear, accessible and proportionate.
2. Ensure compliance with Sandbourne's rules, scheme of delegation, regulatory standards, legal duties, financial regulations, consumer standards, the Housing Ombudsman Complaint Handling Code and relevant charitable, company or lender requirements.

3. Maintain a live strategic risk register and a proportionate but robust assurance framework that enables the Board to understand and manage key risks without creating unnecessary bureaucracy.

Leading people

1. Lead, support and develop a small staff team, creating clarity about priorities, standards, roles and accountability.
2. Be prepared to work operationally as well as strategically, providing practical support and sound judgement where capacity is limited.
3. Promote an inclusive, respectful and learning-focused culture.

Leading tenant-focused services

1. Champion excellent, accessible, fair and responsive services for Sandbourne residents and leaseholders, with particular focus on repairs, maintenance, safety, complaints, communication, tenancy sustainment, service standards, equality of access and satisfaction.
2. Ensure resident voice, complaints learning, Housing Ombudsman expectations, Tenant Satisfaction Measures, repairs feedback, site visits and local intelligence are used to improve services and inform Board decision-making.
3. Promote value for money and continuous improvement across all services.

PERSON SPECIFICATION

Experience

- Significant senior leadership experience in housing, community services or a transferable regulated environment, working with or reporting to a Board.
- Experience of improving resident experience, modernising services, and making better use of housing management and finance systems, delivering practical improvements with limited capacity and resources.
- Experience of working in partnership with local authorities, contractors, funders, regulators or community organisations.

Knowledge & Skills

- Knowledge of social housing regulation, governance, health and safety, resident engagement, the Housing Ombudsman Complaint Handling Code, Tenant Satisfaction Measures, consumer standards and the operating context for small housing providers.
- Strong financial, governance and risk awareness, including experience of managing budgets, financial controls, risk, audit and long-term business planning.
- Understands the realities of leading Sandbourne as a small, independent housing association, including the need to balance strategic leadership with hands-on operational involvement.
- Comfortable operating with a high level of autonomy while maintaining strong accountability to the Board.

Leadership & Personal Qualities

- Inspirational, values-led leader with high personal integrity.
- Excellent communication and interpersonal skills, with an open and credible style.
- Motivational and approachable, a leader who can support, coach and develop a small team while maintaining clear expectations.
- Exhibits a clear commitment to affordable housing, tenant safety, community wellbeing and high-quality customer service.
- Proactively demonstrates a strong commitment to equality, diversity and inclusion.

Desirable

- Experience working within a small housing association.
- Experience reporting directly to a voluntary Board.
- CIH Level 4 or higher qualification, or another qualification meeting the competence and conduct requirements of the Social Housing Regulation framework, with a commitment to maintaining ongoing professional competence.

KEY TERMS AND CONDITIONS

Chief Executive	
Hours of Work	35 hours per week
Salary	£83,918.04
Car	Essential Car User Allowance of £1,979 per annum.
Pension	Sandbourne will contribute 1% above the employee contribution up to a maximum employer contribution of 8%, paid into a personal pension scheme of the employee's choice
Annual Leave	27 days + bank holidays rising by one day per year on the completion of 3, 4 and 5 years' service to a maximum of 30 days **Annual Christmas closure from Christmas Eve to 2 January.
Probation	6 months
Notice Period	6 months
Sickness Pay	Based on length of service: under 6 months – SSP only 6m to 1 year – 1 month full pay, 1 month half pay 1 year to 2 years – 2 months full pay, 2 months half pay Over 2 years – 3 months full pay, 3 months half pay
Training	As needed by discussion with the Chair
Other	Medical cash plan and basic private healthcare covering a limited range of procedures.

KEY DATES AND SELECTION PROCESS

Closing date: Friday 2nd October | 9am

We will be in touch to let you know the outcome of your application by w/c 5th October 2026

First stage selection interviews: Tuesday 13th October | via Teams

Longlisted candidates will be interviewed by a Campbell Tickell panel.

Final stage interviews:

Friday 6th November 2026

Shortlisted candidates will be interviewed by a Sandbourne panel, location to be advised.

Chief Executive Officer

£83,918.04 per annum | Hybrid (min. 3 days on-site)

This role requires a minimum of 3 days a week in Bournemouth at the Main Office

Sandbourne is seeking an outstanding Chief Executive Officer to lead the organisation in the next chapter of its journey. This is an opportunity to lead from the front as part of a tight-knit team making a significant impact in the lives of residents across Dorset and Hampshire.

Reporting to the Board, the Chief Executive will provide operational and strategic leadership, ensuring that the organisation remains steadfast in its purpose to provide high-quality homes and tenant-focused services in a compliant manner. You will inspire and lead a talented management team, focusing on creating and promoting an inclusive and respectful learning culture, and ensuring all services are excellent, accessible, fair and responsive.

As the principal ambassador for Sandbourne, you will build constructive relationships with residents, local authorities, regulators, funders, contractors and community partners, further strengthening Sandbourne's reputation as a well-respected housing provider within Dorset and Hampshire.

We are looking for a values-led and inspirational leader with significant senior leadership experience in housing, community services or regulated environments, who is both highly strategic, and comfortable being hands-on to meet the demands of a small organisation.

If you are passionate about putting tenants first, resonate with our values, and are excited by what you have read so far, then we would love to hear from you.

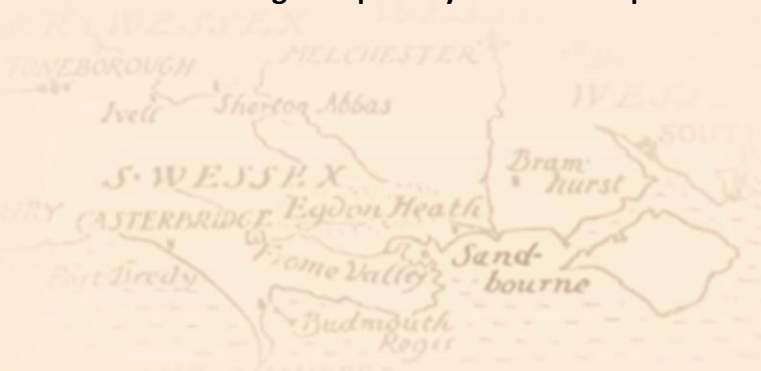
For further discussion please contact:

Alice Morris | Consultant | 07931 432033

You can also download a recruitment pack at

[Live Jobs | Campbell Tickell | Consultancy & recruitment for the charitable, not-for-profit & public sectors](#)

Closing date | Friday 2nd October | 9am



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