Keniston

Smaller

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Big enough to make a difference



Director of Finance and Resources

Recruitment November 2026

CAMPBELL TICKELL

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YOUR APPLICATION

Thank you for your interest in this Director of Finance and Resources post at Keniston 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 Keniston 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 Wednesday 6th January 2027. 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 joining Keniston at an important point in our development.

Our purpose is clear: to provide safe, secure and well-maintained homes, alongside responsive services that reflect what matters most to our residents. Everything we do is underpinned by our values, strong accountability and our commitment to being a trusted landlord.

We are proud that our latest Tenant Satisfaction Measures continue to demonstrate strong resident confidence, with 89% overall satisfaction. We have also seen improvements in key areas including complaints handling, repairs, listening and acting on feedback, keeping residents informed and tackling anti-social behaviour. We are proud of these results, but equally focused on where we can do better.

Hearing the resident voice is central to how we work, and we continue to listen, learn and use feedback to shape our services. Ensuring our homes are safe, healthy and well maintained remains paramount, alongside supporting our experienced and committed staff team to deliver excellent services.

As a Director at Keniston, you will play an important role in our next chapter. We are looking for someone who can bring strategic leadership, excellent teamwork, sound judgement and a genuine commitment to residents, working alongside our Board and colleagues to build on strong foundations and continue improving what we do.

If you share our ambition for a responsive, high-performing and resident-focused organisation, I hope you will consider joining us.

I look forward to hearing from you.

Jonathan

Jonathan Card

Chief Executive
Keniston Housing Association



ABOUT KENISTON

Keniston is a not-for-profit housing association with a clear social purpose: to provide good quality, affordable homes for people who may otherwise find it difficult to secure accommodation in the private rented market.

We provide low-cost social housing at rents below market levels, helping individuals and families access secure, affordable homes in the communities in which they want to live. Many of our residents come to us through choice-based lettings schemes operated by our local authority partners, reflecting the important role we play in meeting local housing need.

Today, we provide 844 homes, including 628 general needs homes, 184 sheltered housing properties and 32 leasehold homes. Our homes range in size and are located across the London boroughs of Islington, Southwark, Lambeth, Bromley, Bexley and Croydon, as well as Crawley.

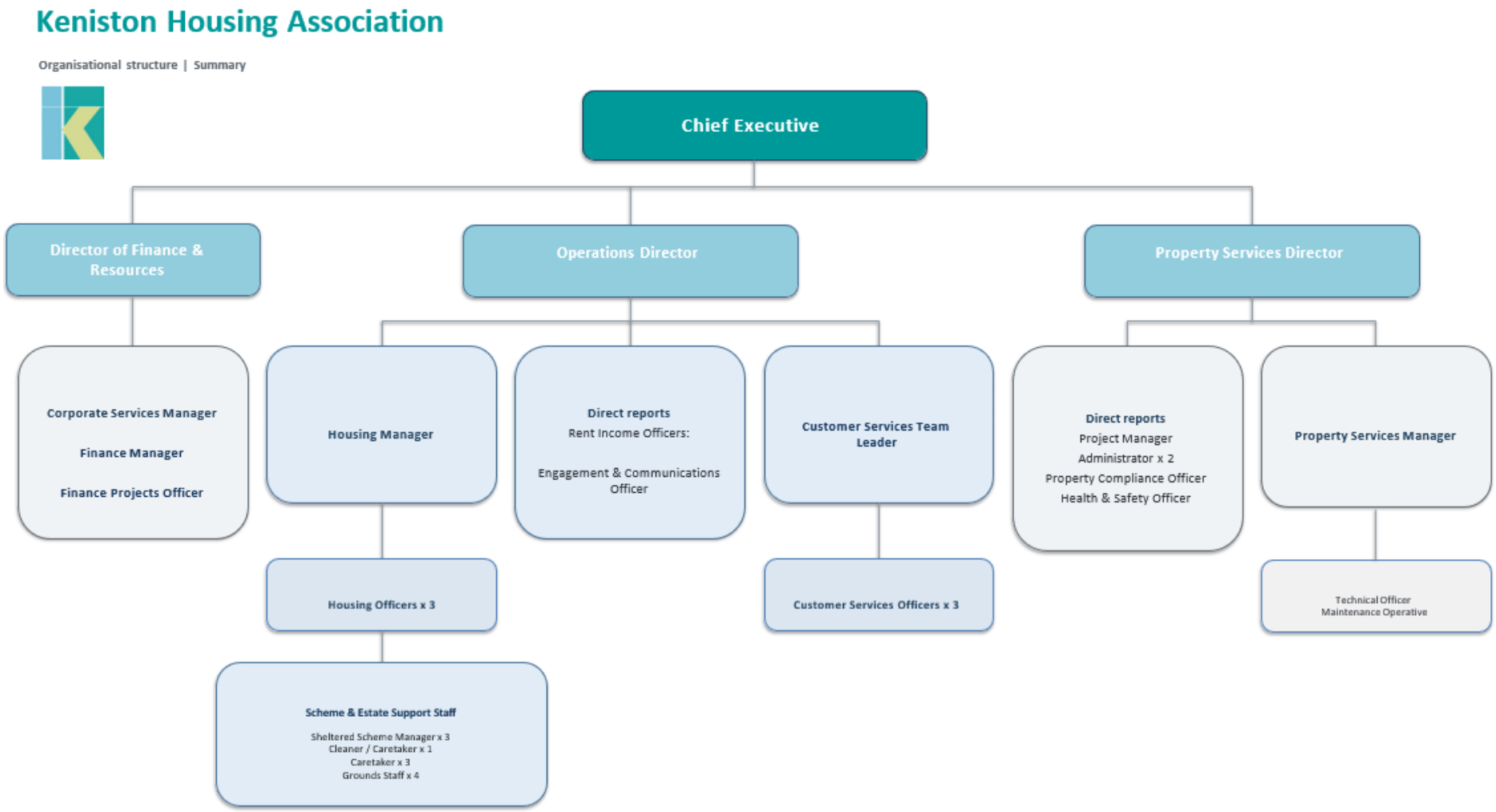
We are proud to be an organisation that remains close to its residents and communities. We set high standards for the services we provide and place great importance on listening to residents, understanding their priorities and continually improving their experience of Keniston as their landlord. Ultimately, one of the most important measures of our success is whether our residents are satisfied with their homes and the services they receive.

Our ambitions are straightforward but important: to maintain very high levels of resident satisfaction, provide more homes for people who need them, and support our communities while creating opportunities for individuals. These priorities shape our decisions and provide a clear focus for our Board, leadership team and colleagues.

As we look ahead, our focus is on building on strong foundations. That means continuing to invest in the quality and safety of our existing homes, delivering responsive and reliable services, listening closely to our residents and exploring opportunities to provide more much-needed affordable housing.

We are proud of what Keniston has achieved, but we are equally ambitious about what comes next. We want to remain a trusted, accessible and resident-focused housing association, combining the personal approach of a relatively small organisation with the professionalism, governance and ambition needed to respond to the changing needs of our residents and communities.

OUR TEAM


Keniston Housing Association
Organisational structure | Summary
Chief Executive
Director of Finance & Resources
Operations Director
Property Services Director
Corporate Services Manager
Finance Manager
Finance Projects Officer
Housing Manager
Direct reports
Rent Income Officers:
Engagement & Communications Officer
Customer Services Team Leader
Direct reports
Project Manager
Administrator x 2
Property Compliance Officer
Health & Safety Officer
Property Services Manager
Housing Officers x 3
Customer Services Officers x 3
Technical Officer
Maintenance Operative
Scheme & Estate Support Staff
Sheltered Scheme Manager x 3
Cleaner / Caretaker x 1
Caretaker x 3
Grounds Staff x 4

JOB DETAILS

Director of Finance & Resources

REPORTS TO	Chief Executive
RESPONSIBLE FOR	Finance Manager, Finance Officer and Corporate Services Manager, with oversight of external finance support as required.
KEY EXTERNAL CONTACTS	External Audit partner and audit manager, Internal Audit manager, external finance consultants, Bank Managers, Pension providers and specialists, Lawyers, contractors and suppliers, Insurers, employee benefit providers, IT (hardware and software) support, senior staff at other Housing Associations, Housing and Financial Regulators, Information Commissioner, HR consultants.
LOCATION	Keniston Housing Association office | hybrid | 2 – 3 days per week in the office
WORKING HOURS	35 hours per week, Monday to Friday, with flexibility to attend occasional evening or weekend meetings.

Overview of the Role
The Director of Finance & Resources is responsible for Keniston's financial leadership, IT and risk management, ensuring each area supports our vision, culture and values. The postholder will lead and develop the Finance Team and coordinate specialist external support where required.

As a member of the Executive Management Team, the Director will:

- Provide strategic leadership and take collective responsibility for organisational performance.
- Work closely with the Board, Chief Executive and Executive colleagues to shape strategy, strengthen governance and lead change.
- Provide expert advice and clear assurance on finance, risk, IT, data security and wider corporate matters.
- Represent Keniston positively and build productive external relationships.

The role also acts as Company Secretary and Data Protection Officer, oversees HR administration and the IT function, and leads Keniston's approach to risk management.

Key Responsibilities & Accountabilities

Leadership
Active membership of the Executive Management Team working collaboratively and effectively with the Board and management colleagues to provide vision, leadership, and strategic direction.

Actively contribute to, and take collective responsibility for, all Executive Management Team decisions; providing effective levels of support and challenge to colleagues, demonstrating credibility and respect.

Provide strong leadership to the organisation, empowering colleagues to achieve agreed standards of performance, compliance, efficiency and service, promoting Keniston's Values of *Respect, Openness, Inclusivity, Integrity* and *Excellence*.

Maintain an external focus; being aware of innovation and opportunities that can support, and risks that can challenge, the delivery of Keniston's strategic objectives.

Develop and sustain excellent relationships with key external stakeholders.

Ensure that the Strategic Plan and associated business strategies are developed, resourced, and achieved.

Working with the Executive Management Team, scan the operating environment and horizon to ensure that the strategic plan remains up to date.

Provide leadership and direction to all functional strategies and plans within the Finance team.

Financial Information
Lead and manage the Finance Team and external finance contractors to issue timely and accurate financial information and deliver a professional service to internal and external stakeholders.

Recruit, train, support, guide, and develop Finance Team members as required. Ensure that team members understand relevant policies and procedures and that the team structure is suitable to meet the ongoing needs of the service.

Prepare and present statutory and regulatory-compliant annual financial statements, leading liaison with external auditors. Monitor accounting developments, assess impacts on financial statements and banking covenants, and implement necessary accounting and procedural changes.

Prepare, develop, review and interpret the management accounts and present to the Board (quarterly) and Executive Management Team (monthly).

Oversee preparation of service charge accounts and budgets. Review service charge budgets and records and keep abreast of any related legal, industry and accounting requirements.

In conjunction with the Chief Executive, provide annual benchmarking information to external and internal parties.

Operations, Strategy, & Financial Planning

Prepare the annual budget for Board approval. Monitor and manage the budget and consult with budget holders as appropriate. Enhance budgetary and financial control by providing appropriate feedback and performance information to the other members of the Executive Management Team and other budget holders.

Oversee the Association's system of accounts, recommending changes in cost centre and account responsibilities, ensuring appropriate controls while supporting efficient working practices.

Maintain future financial viability by preparing and maintaining the long term financial plan (LTP) and presenting it to the board. Test sensitivities within the plan and research and assess the impact of future trends, developments and strategies.

Take an active part in the Executive Management Team's role to develop the organisation, improve performance, devise strategy, participate in the leadership of the Association and ensure the organisation's values are reflected through policies, practices and decision making.

Prepare reports, attend and contribute to Board and Audit & Risk Committee (ARC) meetings, liaising with the ARC Chair as appropriate. Work with the Chief Executive to provide relevant financial information to support the strategic business plan.

Research, develop and review financial, IT, risk, and other relevant policies and procedures.

Help ensure procurement of goods and services achieves best value for money and help respond to regulator's Value for Money requirements.

Risk Management

Lead on risk management specifically via maintaining & updating the risk register, reporting on risk to the Executive Management Team and the Board, and that business continuity, internal financial controls and other anti-fraud measures are in place and are effective.

Ensure that the programme of internal audit is in place and delivered by an appropriate provider.

Ensure that suitable insurances are in place and that any endorsements or special conditions are adhered to.



Information Technology
Develop and implement the Association's IT strategy and related policies, supported by appropriate cyber security arrangements including training for staff.

Lead and manage the IT function to ensure appropriate information services are in place with appropriate hardware and software support.

Treasury and funding
Manage Treasury and cashflow for the Association.

Monitor loan covenants to ensure compliance, flagging any risks at an early stage, and effectively monitor bank and treasury accounts.

Negotiate the terms and requirements for new and existing borrowings for approval by the Board, with appropriate specialist support.

Help maximise income from surplus funds, grants, and income generation opportunities.

Data Protection
As designated Data Protection Officer, understand and communicate legal obligations regarding data and assess potential problem areas across the Association.

Keep the board updated about data protection responsibilities, risks and issues.

Produce and review all data protection procedures and policies, providing appropriate training and advice for relevant staff members and answering questions on data protection from staff, board members and other stakeholders.

Check and approve contracts or agreements with third parties regarding data processing and ensure systems, services, software and equipment meet acceptable security standards.

Performance Management
As part of the Executive Management Team review performance across Keniston, using business intelligence and customer insight to drive efficiency and deliver solutions for Keniston.

Contribute to the development of a dynamic and inspiring approach to business transformation, enhancing organisational capacity to deliver lasting improvements in organisational efficiency and effectiveness.

Be accountable for performance within the Finance team.

Human Resources
With the Chief Executive and with external support, oversee the human resource management of the Association including establishing department accountabilities, recommended salary levels and staff benefits including pensions, with appropriate specialist advice.

Manage the Corporate Services Manager to develop and implement human resource related policies and procedures.

Ensure that pension and other staff benefit arrangements meet the Association's remuneration policy and statutory obligations.

Other Responsibilities

Take overall responsibility for the effective leadership and management of Finance, Risk, IT and data security, and, in conjunction with the Chief Executive, Governance and Human Resources.

As a member of the Executive Management Team, contribute to the development and delivery of Keniston's strategic direction, priorities and long-term plans.

Lead, manage and develop staff, setting clear objectives and supporting strong performance.

Provide effective coaching, support and, where necessary, constructive and challenging feedback, while maintaining positive employee engagement.

Use regular one-to-ones, appraisals and development conversations to identify training and development needs, supporting professional growth and effective operational delivery.

Act as Company Secretary, in conjunction with the Chief Executive.

Working with the Chief Executive, ensure compliance with the Rules, scheme of delegation, agreed codes of governance and conduct, and regulatory standards.

Promote positive internal relationships and collaborative cross departmental working.

Balance the strategic and operational demands of the role, with the willingness and ability to undertake hands-on responsibilities and provide appropriate cover for colleagues when required.

Prepare clear, concise and accessible Board reports, communicating complex financial, risk and other technical matters in a way that enables Board members to make well-informed decisions.

Lead long-term financial forecasting and modelling, ensuring that strategic plans are supported by robust financial analysis and assumptions.

Assess the financial and organisational viability of significant projects, investments and opportunities, providing clear advice and recommendations to the Chief Executive and Board.

Undertake any other duties reasonably required that are commensurate with the seniority and responsibilities of the post.

In the absence of the Chief Executive make decisions normally made by them which require an urgent response, jointly with the other members of the Executive Management Team.

Assist organisational development by taking the lead or contributing to staff or other working groups as required.

Prepare and submit regulatory and statutory returns.

Promote equality, inclusion and diversity in line with EDI strategy and policy

Knowledge, Qualifications and Experience
Essential

- Educated to Degree level of equivalent
- Financial qualification – FCCA/ACCA or similar
- Financial reporting and accounting;
- Excellent IT skills and advanced spreadsheet modelling capabilities;
- Communicating to all levels including non-financial stakeholders through various different media;
- Working as part of an executive management team; management of staff;
- Cashflow forecasting;
- Contract procurement & management, e.g. of audit & IT support services;
- Handling high levels of pressure and critical business decision making.

Desirable

- Housing Association specific accounting and Social Housing Regulations
- Strategic management, treasury management, risk management
- Data Protection law
- Company Secretary regulations and best practice
- Service Charge regulations
- Human Resources practices
- Technical IT awareness
- Project management
- Industry, general business and good commercial awareness



Our Leadership Competencies

Leadership
Empowers colleagues and provides visible leadership, modelling Keniston's values. Engages constructively with Executive colleagues and the Board, taking ownership of collective decisions and remaining alert to emerging opportunities and risks.

Communicating & Influencing
Communicates complex information clearly and confidently. Produces concise, high-quality reports, listens carefully and responds constructively to challenge, using influence to build shared purpose.

Building & Managing Relationships
Builds trusted relationships with residents, colleagues, Board members and external stakeholders. Understands different perspectives, manages potential conflict sensitively and creates opportunities for effective collaboration.

Problem Solving
Quickly distils complex information, identifies the key issues and develops practical solutions. Thinks strategically and laterally, drawing on the ideas and expertise of others.

Planning & Organising
Prioritises effectively against organisational objectives and manages changing demands, deadlines and priorities. Engages stakeholders, anticipates challenges and maintains consistently high standards of delivery.

Organisational Awareness
Understands and champions Keniston's purpose, values and ambitions. Works effectively within partnerships, promotes equality, diversity and inclusion, and challenges behaviour that falls short of expected standards.

Responsible Use of Resources
Demonstrates strong stewardship of resources, maintains effective budgetary control and identifies opportunities to improve efficiency, value for money and environmental sustainability.

Flexibility
The role requires flexibility to attend occasional evening and weekend meetings.



KEY TERMS AND CONDITIONS

Director of Finance and Resources	
Hours of Work	35 hours per week
Salary	c.£90,000
Car Allowance	Not applicable. A discretionary car loan scheme is in place.
Pension	SHPS Defined Contribution scheme with Life cover
Annual Leave	25 days, rising to a maximum of 30 days
Probation	3 months, extendable for up to 6 weeks
Notice Period	3 months (1 month during probation period)
Sickness Pay	Following confirmation in post, 13 weeks' full pay in rolling 12 months; Group Income Protection insurance
Other	Bupa medical cash plan, salary sacrifice childcare & cycle to work schemes



KEY DATES AND SELECTION PROCESS

Closing date: Wednesday 6th January 2027 | 9am

We will be in touch to let you know the outcome of your application by w/c 11th January 2027

First stage selection interviews: Wednesday 13th January 2027 | via Teams

Longlisted candidates will be interviewed by a Campbell Tickell panel.

Stakeholder Panel: w/c 18th January 2027 | via Teams

Successful candidates may be invited to a stakeholder panel with Board members.

Chief Executive Conversations: w/c 18th January 2027 | via Teams or Telephone

Successful candidates may be invited to a informal conversation with the Chief Executive.

Final stage interviews:

Wednesday 27th January 2027

Shortlisted candidates will be interviewed by Jonathan Card, Chief Executive; Sue McDonnell, Operations Director and Andrew Pert, Board member and will be facilitated by Campbell Tickell at Keniston's offices: **13 Artington Close, Orpington BR6 7UL**

Keniston



Director of Finance and Resources | c.£90,000 | Kent

Keniston Housing Association is a financially responsible, values-led organisation with a clear social purpose: providing good quality, well-managed affordable homes and delivering the services our residents want. Our values of respect, openness, inclusivity, integrity and excellence underpin how we work and the decisions we make.

We are seeking an exceptional Director of Finance & Resources to help shape the next stage of Keniston's development.

As a key member of the Executive Management Team, you will lead finance, treasury, risk, IT and data security, corporate services, governance and HR, while also acting as Company Secretary and Data Protection Officer. Working closely with the Chief Executive, other Executive colleagues, and the Board, you will influence strategy, strengthen performance and ensure Keniston remains financially resilient, well governed and equipped for the future.

You will be a professionally qualified accountant and an accomplished senior leader, combining strong financial and commercial judgement with the ability to translate complexity, challenge constructively, and operate confidently at Board level. Housing experience would be an advantage, but leadership capability, commercial awareness and values will be equally important.

For someone looking to combine financial expertise with genuine organisational influence, this is an opportunity to make a real and visible difference, we'd love to hear from you.

For an informal discussion, please contact Alice Morris 07931 432033 or alice.morris@campbelltickell.com You can download a job pack at www.campbelltickell.com/jobs
Closes | Wednesday 6th January 2027 | 9am

CAMPBELL TICKELL

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