



Islington & Shoreditch
Housing Association

Chief Executive



Recruitment Pack

Contents

- 3 Welcome
- 5 Our mission, vision and values
- 7 Leadership Team
- 9 The Board
- 12 Structure charts
- 13 Role profile and person specification
- 17 Terms and conditions
- 18 Key dates and the selection process
- 19 How to apply
- 20 Media advert

Parkhurst Road development



Welcome

Dear candidate,

I'm delighted that you're interested in applying for the role of Chief Executive at ISHA, at a time when access to affordable housing is so critical.

We are a community and neighbourhood-based housing association, managing and developing quality affordable homes in North and East London. Our mission is to co-create homes and communities where everyone can flourish.

Rich in history, we have roots going back more than 90 years to when we were involved in tackling slum clearance, overcrowding and high rents. We continue to build on our history of service by offering a wide range of housing choices including social rented, shared ownership, market rent and supported housing.

We have always been ambitious builders, and we now own and manage 2,500 homes, including 500 shared ownership homes that provide access to the prohibitive London housing market. In the last 20 years we have built 60 per cent of all our stock, and two years ago, delivered 0.5 per cent of the social homes built in England.

Like most associations who built homes in the capital, we have been hard hit by the building safety crisis. We have many tall buildings in our portfolio and with the commitment to making these safe for existing residents, the amount available to commit to new development has been much reduced.

Despite this, as a Board, we are strongly committed to continuing to build new, genuinely affordable homes to rent and for shared ownership, and finding a way to do more across Hackney, Islington and Waltham Forest.

We were a founding member of the North River Alliance, a consortium of 12 small associations anchored 'north of the river' which has built more than 3,300 new homes in the past 20 years. We are also proud members of The L12 – London community SME housing associations – who like us, play a key role in their communities, and are beginning to advocate collectively.

We have a turnover of £29m, net assets of £313m and an actively managed loan portfolio of £133m (£98m drawn). We have just entered what would have been the final year of our 2020-25 Corporate Strategy, which has 8 strategic pillars with our two biggest priorities being safety and service & satisfaction. With this recruitment commencing, the Board have decided to extend the plan by one further year to 2026 in order that our new Chief Executive has the opportunity to lead on developing the next strategy. Our Business Plan demonstrates long-term strength derived from our valuable property portfolio, but we face a heavy programme of expenditure on our stock in the short term. Our "Safety First" approach has meant that we are tackling fire safety issues in an orderly fashion. Our stock is already thermally efficient and there is little evidence of damp and mould but in the longer term we want to make further investments to improve our residents' comfort and energy costs.



We are responding to our residents' priorities for service improvement, and we are scaling up our resident involvement programme to ensure all our residents have a voice. We have also launched a Neighbourhood Knock initiative to get to know our residents better and restarted our resident event series, both of which offer face to face opportunities to connect our staff with our residents. Our project to renew our IT systems is well advanced, after which we will be able to improve our accountability and responsiveness even further. We have worked hard to remedy weaknesses that permitted a collusive fraud and look forward to the Regulator recognising the outcome and restoring our G1 grade for Governance.



Having lead ISHA since 2019, Ruth Davison has been appointed to lead Newlon Housing Trust, and we are now recruiting her successor. Over the last six years we have faced several unexpected challenges, and our new Chief Executive will need the resilience to manage whatever comes next. Our ideal candidate will be values-led and have experience of leading a complex, regulated business such as ours, sharing our passion for delivering first class customer outcomes. You will need awareness of risk management, particularly in a property and estates context, as well as previous management experience.

Bringing strategic leadership skills from organisations in similar, ever-changing, customer-centric environments, you will be team focussed with considerable energy to support service improvement goals and sustainable growth.

We wish to encourage people with the broadest possible range of backgrounds and perspectives to express an interest in this role.

I hope that if our mission and values resonate with you, and you believe you have the skills and drive to build our future, you will consider applying. I look forward to learning more about you and why you're interested in joining us at ISHA.

Mervyn Jones
Chair of the Board

Our mission, vision and values

Our mission:

To co-create homes and communities where everyone can flourish

Our vision:

Our vision: By 2025 we will be viewed as a brilliant housing association by our residents, stakeholders and our staff

“If people could choose, they’d choose us.”

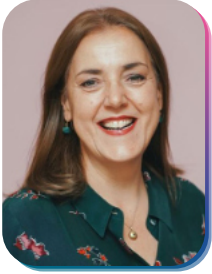
The eight pillars of our strategic plan 2020-25:

 Safety first Ensuring our homes are safe	 Service & Satisfaction Being a consistent & quality landlord, building service delivery that drives satisfaction in partnership with residents	 Security and growth Setting residents off on a secure footing & helping create the conditions for people to flourish in their homes	 Somewhere Anchoring ourselves in North London, especially Islington, Hackney and Waltham Forest
 Supply Building quality homes for social, London Affordable Rent and Shared Ownership	 Sustainability Building green and actively seeking to reduce the environmental harm caused by our stock, our building and business practices Stewarding ISHA's assets and finances and taking the long view	 Staff Engaging with inspired, high performing staff	 Systems Maintaining robust IT and business systems that support the business and its ambitions

Our values



Our Leadership Team



Ruth Davison

Current Chief Executive

A passionate believer that mixed communities work best for everyone and help make great places, Ruth is proud to lead ISHA.

Building genuinely affordable social rented and shared ownership homes and being a fantastic landlord in her adopted North London – helping both communities and individuals flourish – is what motivates her.

She has previously worked in both national and regional local government and health roles, at the Audit Commission, a university, and representing the incredible contribution of housing associations during a 12-year stint at the NHF. She started her career as a local reporter.



Dawn Harrison

Director of Housing and Neighbourhoods

Dawn has been with ISHA since 2016 as Head of Customer Homes and was promoted in 2019 to become Director of Housing and Neighbourhoods.

Dawn has over 25 years' experience working in housing in both the public and private sector. She is passionate about delivering great services to residents, and ensuring homes are safe and warm, enabling residents to flourish. She aims to empower staff to be and do the best they can.



Thea McNaught-Reynolds

Director of Culture, Communications and Involvement

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 more than 20 years of strategic communications experience, influencing audiences and delivering behaviour change outcomes in both 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.



Jerome Geoghegan
Director of Development

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' experience as a specialist social housing finance expert, working as part of Leadership teams for a variety of organisations. Prior to that he has also worked as a lead advisor on a number of large-scale voluntary transfers of council houses from local authorities to newly created registered social housing providers, as well as having 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 Valley Housing in Staffordshire and part of the Customer Focus Committee at Ongo Homes in Lincolnshire.

As well as working 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 do visits to schools, universities and care homes.



Our Board



Mervyn Jones (Chair of the ISHA Board)

Mervyn has over 45 years' experience of regulating and managing affordable housing to CEO level. From 2006 to 2020 he was a Director of Savills Housing Division delivering consultancy services to providers of affordable housing; he continues to act as an independent consultant.

He provided advice on housing policy and routes for new entrants to the sector, wrote the Regulator's first guidance on diversification and is the editor of the National Housing Federation's (NHF) Guides to Repairs and Maintenance and Asset Management, the Chartered Institute of Housing's (CIH) policy work on flexibility in asset management "Appreciating Assets" and the report "Viability and Vitality" for the Tenant Services Authority (TSA). He was formerly a Board Member of Heylo RP and Hackney Homes.

Mervyn lived and worked in inner North London for 20 years before moving to Barnet. His children currently live in Islington.



Heather Topel (Chair of Audit & Risk Committee)

Heather has extensive experience in town planning, property and development. Heather is the Estate Director at Wimbledon. She was previously a Director of Development for the Grosvenor Estate, a family business with a long track record of developing, managing and investing to improve properties and places to deliver lasting commercial and social benefit.

Prior to joining Grosvenor, Heather led Cambridge University's largest capital project in its 800-year history, the North West Cambridge Development, a 3,000 home extension to the city of Cambridge. Heather was previously a Director of Town Planning at AECOM, where she led planning and regeneration initiatives across the UK and abroad.

As a local resident Heather is delighted to be involved with ISHA due to its commitment providing quality affordable housing for local people.

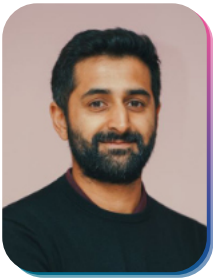


Justin Fisher (Senior Independent Director, Chair of Remuneration Committee)

Justin has worked in the social housing sector for 32 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 20 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 Lead 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.



Daven Masri

Daven is an ISHA shared owner. Being able to own a portion of his own home so improved his life 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 resident’s 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. He strongly believes in creating homes that perform well, using fewer resources in construction and occupancy.



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 the Executive Director of Finance 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 is currently serving as a Senior Independent Director on The Barnet Group Board and is pleased to be a Non-Executive Director on ISHA's Board.



Mohammed Baporia

Mohammed is 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. As a resident, he aims to ensure the high standards set by ISHA’s Board are being met.

Mohammed is a qualified accountant and tax manager on the real estate and construction team at a global accountancy and business advisory firm.



John Biggs

John joined the Board in September 2022. He was the Executive Mayor of the London Borough of Tower Hamlets from 2014 to 2022 and a former London Assembly member. For several years, John was also an active social housing resident in his local residents’ association.

John shares ISHA's frustration with the current climate of ‘unaffordable affordability’ and believes we must challenge this in our policies, particularly in the current cost-of-living crisis. John also believes that by working with residents, and other partners, ISHA can help address the problems of inequality that place people in positions of financial or other vulnerability.

London has given John and his family great opportunities and he wants to give back to future generations.



Gemma Colby

Gemma Colby is Head of Customer Experience at First Central. Prior to that she was Head of Customer Experience at Yell. In 2021 she was Gold winner for CX Leader of the Year at the UK Customer Experience Awards 2021 and also was part of the team at Yell that won the Institute of Customer Service’s Customer Satisfaction Innovation Award for creating a customer-focused culture that transformed the organisation.

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.



Alwyn Lewis

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.



Alison Hatcher

Alison Hatcher is an independent pensions consultant and professional trustee, having previously been the 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 set up to support women. She is an active pensions and retirement market participant speaking at conferences. Alison sits on the Board of the Pensions Regulator and has previously sat on the Pensions and Lifetime Savings Association Board.

Alison is a member of the investment sub-committee for Warwick University.

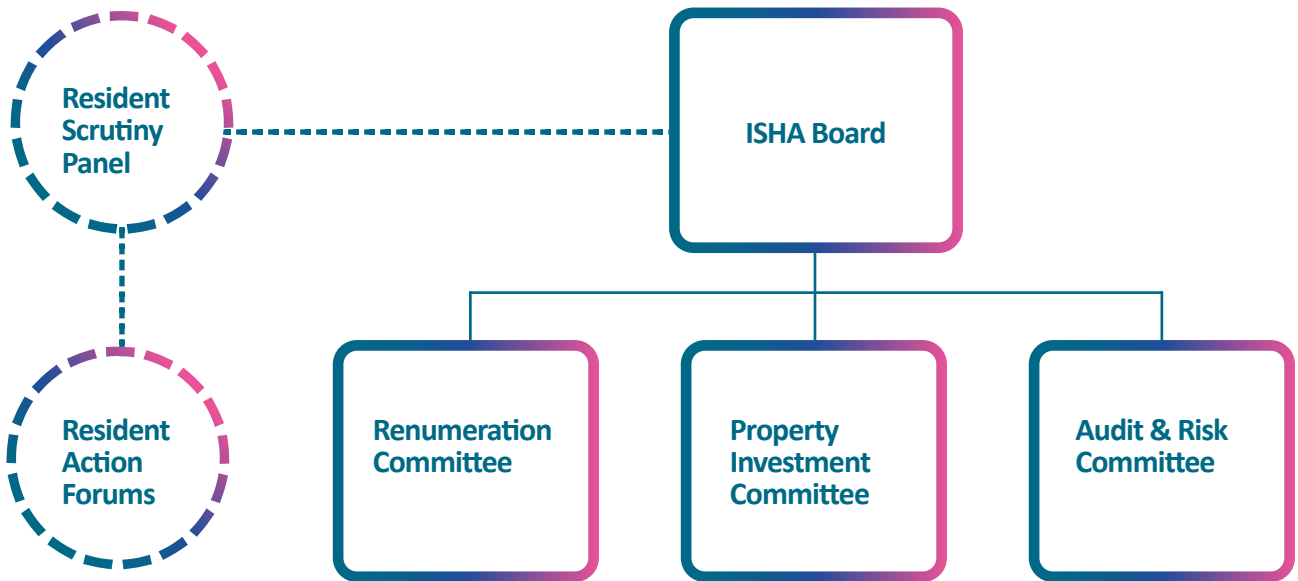


Jonathan Bunt

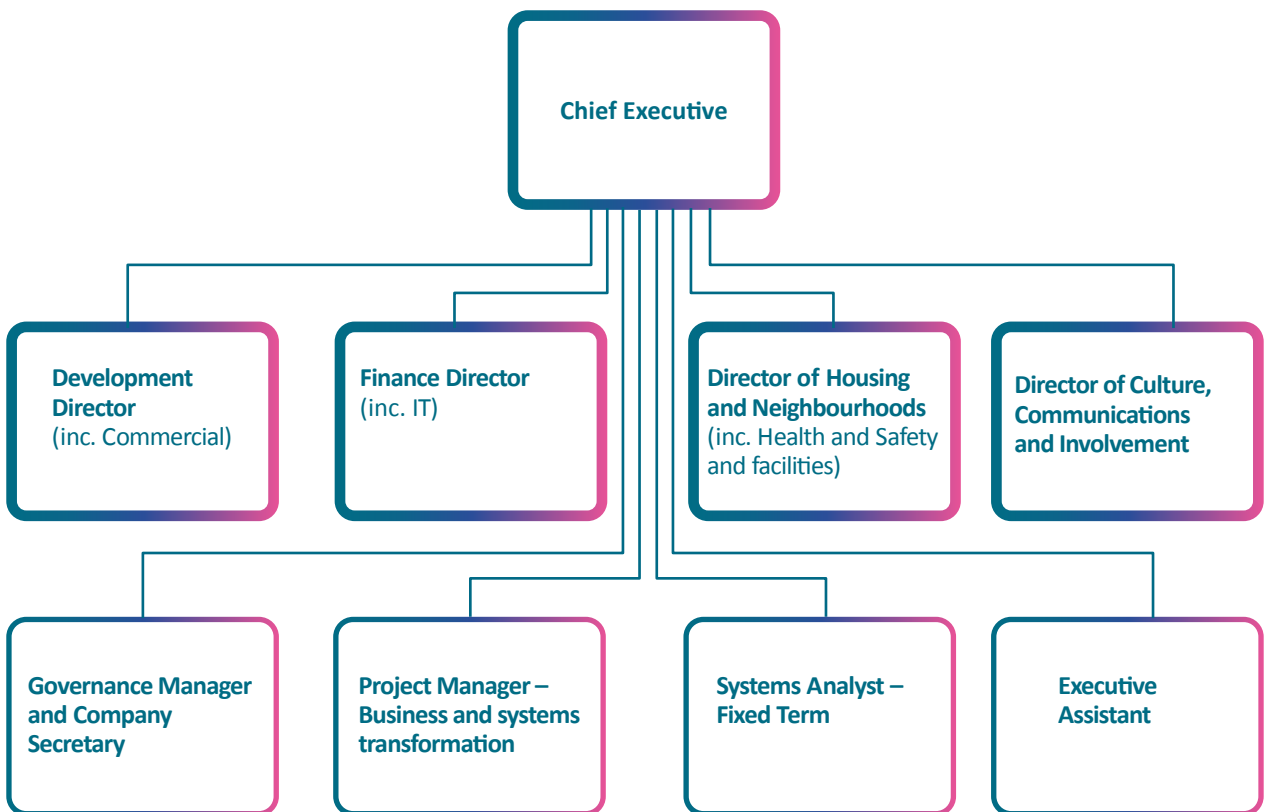
Jonathan is a qualified accountant and public finance expert. He worked in finance for local authorities for around 17 years with roles including CFO and Strategic Director of Finance and Investment at the London Borough of Barking & Dagenham. Jonathan has held numerous NED roles, including Vice Chair 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.

ISHA Governance Structure



Leadership Team and CEO Directorate



Role profile

Job title: Chief Executive

Responsible to: Chair of ISHA Board

Responsible for: Director of Housing and Neighbourhoods; Finance Director; Development Director; Director of Culture, Communications and Involvement; Governance Manager and Company Secretary; Project Manager – Business and systems transformation; Systems Analyst (fixed term); Executive Assistant.

Job purpose:

Responsible with the Board for the overall strategic direction of ISHA and for leadership of ISHA and its effective financial and operational performance. Work within agreed values and strategy to deliver high quality housing services and inspiring and empowering staff to deliver customer service excellence. Ensure compliance with statutory and regulatory requirements within a robust framework of good governance.

Key external relationships:

The Regulator of Social Housing; Local Authorities (officers and members); Greater London Authority; developers; funders; commissioners; professional advisors; contractor representatives; MPs; other partners – largely charitable and third sector – in the communities we work in compliance with statutory and regulatory requirements within a robust framework of good governance.

Key internal relationships:

The Board, its committees, staff, the Resident Scrutiny Panel and residents.

Key Responsibilities:

Leading the business

1. Work with the Board in the development of long-term strategies and the direction of travel for ISHA, ensuring that business plans are viable and aligned to the Strategic Plan, the values and ethos of ISHA and undertaken with effective consultation and engagement of committees, partners and residents. Ensure that these are regularly and robustly reviewed to meet the short, medium and long-term needs of ISHA and its customers.
2. Maintain effective operational control through well-developed internal controls, performance monitoring and compliance systems to ensure that the Board can effectively carry out its oversight and governance functions.
3. Provide vision and visible leadership to ensure effective resourcing (human and financial) of modern, high quality, responsive and efficient customer focused services, utilising market intelligence to shape future services and delivery models.
4. Lead the executive team in management of ISHA's assets (including commercial property), maximising income and generating agreed surpluses to meet business objectives, whilst providing value for money and generating on-going efficiencies.
5. With the Finance Director, and Treasury advisors, negotiate with funders to secure finance on favourable terms.
6. With LT and the Board ensure a robust risk management framework operates in the business.
7. Maintain the highest standards of conduct, professionalism and integrity and act as an ambassador for ISHA, developing highly effective external networks and partnerships that will add value to and promote ISHA and its work, benefit its customers and influence sector debate and thinking.
8. Plan and implement ISHA's growth strategy through the development and/or acquisition of a range of new homes.

9. Lead on equality and diversity, recognising and celebrating our brilliantly diverse staff and residents, and creating an environment where they are valued and celebrated.
10. Ensure the organisation has the necessary policies in place, alongside a schedule for the review of policies particularly in (but not limited to) key business areas such as: health & safety; equality & diversity; data protection; employment etc.
11. Be alive to opportunities to change the operating environment for housing associations by working with sector bodies, stakeholders and media organisations.

Governance

12. Engage and support the Board in the formulation of strategies, policies and business plans and in its development to effectively fulfil its functions, including supporting individual Board members in their development.
13. Be proactive in providing the Board with the information that they need to make informed decisions about compliance; managing risk; and the future direction of ISHA and be open and timely in alerting the Board to matters that present a risk or material concern to ISHA, its reputation and viability.

Leading people

14. Work within the vision of ISHA, putting plans in place that are aligned to ISHA's values and ethos and adopt inclusive arrangements, so staff are fully involved and engaged in ISHA's work and can influence plans.
15. Lead by example, adopting a coaching leadership style which empowers and develops staff to fulfil their potential, creating a culture of professionalism that motivates and supports staff to deliver high levels of customer care and performance, with systems in place for the recruitment, management, development and appraisal of staff. Address poor performance and inappropriate behaviours in a timely and appropriate manner.
16. Champion a culture of learning and accountability so that staff are enthusiastic about their contributions and can see their impact and value.
17. Ensure that the organisation (including through external commissioning) has the necessary financial, human, IT, office and other resources required to deliver the Board's approved business plan.
18. Take lead responsibility for seeking professional/technical/legal advice where necessary.

Operational performance

19. Lead with a strong commitment to customer excellence, well-being, safety and best practice when considering the design and delivery of services.
20. Ensure robust systems are in place for the collection, monitoring and scrutiny of financial and performance information, in line with the requirements of funders and regulators with regular, timely and appropriate reporting to Board.
21. Ensure that value for money and efficiency are demonstrated in all aspects of service delivery.
22. Promote meaningful engagement with residents, ensuring their voice is heard and fed into service development and improvement.
23. Establish high standards for housing management and property services with appropriate arrangements in place for awarding and managing contracts.
24. Ensure that new development opportunities (both capital spend and service expansion) are identified, investigated and reported to the Board, and delivered in line with strategic plans.
25. Ensure that performance is appropriately benchmarked to promote continuous improvement, rectifying any shortfall in performance.
26. Take the lead on audit, regulatory and legislative compliance, so that decisions are taken at all levels within a robust risk assessment framework.

Operational performance

27. Ensure an appropriate control and assurance framework is in place to meet statutory, regulatory and financial requirements in order to manage risks to the business.
28. Support the Board in the setting of high standards of probity and develop an open and honest culture in line with the values of ISHA.
29. No leadership job description can cover every issue which may arise and the post holder is expected to be sufficiently flexible to carry out other duties as required from time to time.

Person specification

Experience:

- A senior leadership track record in a housing environment.
- Proven experience of working with a Board at a senior level.
- Experience of strategy design and execution.
- Experience of successfully leading and managing people, developing successful, cohesive and high performing teams.
- Proven track record of delivering change management programmes, projects and initiatives.
- Experience of financial management at a strategic level, including financial planning, the management of budgets and interpretation of complex financial information, bringing business acumen to the role.
- Experience of commissioning, procurement and contract management.
- A track record of successfully delivering continuous improvement in service delivery with high levels of customer satisfaction.

Skills and Abilities:

- Highly strategic with strong intellect and the ability to think long term, horizon scan and plan for the future, considering external factors that will influence ISHA's future. Able to translate strategy into short, medium and long-term plans.
- Identifies and implements new ways of working, improving service standards, efficiency and value for money.
- Acts with integrity, is accountable and actively promotes and supports ISHA's values.
- A motivational leader, who coaches and inspires service excellence.
- A high level of interpersonal, communication, influencing and negotiating skills.
- Able to work intuitively with a wide range of stakeholders and secure buy-in, maintaining effective partnership and stakeholder relationships.
- Able to identify, explore and initiate new business opportunities whilst demonstrating commercial acumen, particularly in decision making and negotiation.
- Highly analytical and numerate, able to gather, utilise and assimilate information.
- Able to prepare and present clear, concise written reports for Boards, funders and regulators.
- Able to work flexibly and proactively and take an innovative and entrepreneurial approach.
- Able to assess risk and promote risk awareness without being risk averse.

Knowledge:

- An up to date understanding of regulatory and policy issues which impact on housing organisations.
- Understanding of the legal duties, responsibilities and liabilities of boards and their membership.
- Knowledge of business planning, probity, governance and risk assessment.

Personal Attributes:

- Possesses the authority, presence and integrity to command the respect of the Board, staff, partners and clients.
- A self-starter, with a positive outlook and who is adaptable to change, able to work on own initiative, exercise good judgement and be resilient in handling the pressure of the role and in meeting targets and deadlines.
- Proactively demonstrates a strong commitment to equality and diversity and professionalism.
- Champions the rights of clients to access quality homes and services.
- Able to make sound judgements, developing creative solutions to complex problems and issues. Confident in own knowledge, able to give advice to others and be accountable for that advice.
- IT literate and willing to champion the optimisation of the use of IT and other new technology.
- Willingness to work flexibly given the seniority of role.

Qualifications:

- Degree level education or equivalent through relevant education or training. A Housing Qualification would be desirable.
- Appropriate management qualification.

Passionate commitment to customers

Go the extra mile
Willing to adapt in response to feedback
Open to learn
Listen to understand what customers need

Respect for everyone

Considerate and honest
Work well with diversity
Punctual, prepared, polite
Ask questions, want to learn more

Trusted to make the difference

Take ownership and responsibility; do what we say we'll do
Take control of our own personal development

Pride in Team ISHA

Aim to get it right first time, learn from mistakes
Share skills, knowledge, encourage and support others
Celebrate success

isha
Islington & Shoreditch
Housing Association

Terms and Conditions

Remuneration

£125,923

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 and three of the days holidays must be taken then.

Working hours

Work-life balance is important to us and we have a 35 hour working week. However, as the Chief Executive there will be times when it is necessary to work longer to fulfil the role. This is not however a general expectation. Attendance at Board meetings, Committees, residentials 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.

Hybrid working: Up to three days working from home per week, if your role allows and with prior managerial approval. With monthly designated 'all in' days.

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.

Key dates and the selection process



Closing date:

Monday 24 February 2025
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:

Tuesday 11 or Wednesday 12 March 2025 (via Teams)

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

Candidates will be offered the opportunity of an informal conversation with our Board Chair, Mervyn Jones.

We will let you know the outcome of this first stage by the end of week commencing 17 March.

Second stage selection

Stakeholder sessions – w/c 24 March 2025 (via Teams)

Shortlisted candidates will have an opportunity to meet and have a discussion with members of the Board, as well as a range of residents, and members of the executive team.

Prior to the final interview candidates will be offered the opportunity of a conversation with our current chief executive, Ruth Davison.

Final interviews:

Wednesday 2 April 2025

These will take place in-person, at ISHA's office, with a Board interview panel: Mervyn Jones (Chair), Justin Fisher (Chair of Remuneration Committee), Alwyn Lewis (Chair of Property Investment Committee) and Gemma Colby (Board Member and Member Responsible for Complaints).

Jim Green from 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.

How to apply

Thank you very much for your interest in the role of Chief Executive at ISHA:

I hope the preceding pages provided you with the information needed about 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 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 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.

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, Monday 24 February 2025**.

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
07706 369273



**Islington & Shoreditch
Housing Association**

Chief Executive

£125,923 | London

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

Our new Chief Executive will be joining a well-respected organisation with strong foundations. But we are ambitious and know that there is more to do. We continue to challenge ourselves to deliver the best for our customers and wider communities, and to champion and drive the inclusive and learning culture at ISHA of which we are very proud.

Along with a track record in executive leadership you will bring vision, the ability to inspire our brilliant staff, encourage their creativity and share our unrelenting focus on delivering for our customers. 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

Email Bill Barkworth at Campbell Tickell to book a call for further discussion.
bill.barkworth@campbelltickell.com | 07706 369273

Closes: Monday, 24th February at 9am

**CAMPBELL
TICKELL**

Co-creating homes and communities where everyone can flourish





102 Blackstock Road
London
N4 2DR

isha
Islington & Shoreditch
Housing Association