



Islington & Shoreditch
Housing Association

Director of Finance and Technology



Recruitment Pack

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Parkhurst Road development



Welcome

I am pleased you are considering joining our Leadership Team at ISHA. This recruitment pack has been designed to introduce you to ISHA, the role, and our mission to provide high quality homes and services and contribute to thriving communities in north and east London.

I joined as Chief Executive in October 2025 and have already seen how ISHA is a special organisation, uniquely placed as a community based, ambitious, developing association that is well positioned to build on its platform to improve.

Like all housing associations we've had to grapple with how we prioritise building safety, increasing regulation and the need for further investment to improve our existing residents' homes with our commitment to build the desperately needed housing London needs. We are clear, with the right balance, we can do both. Continuing our development programme is important to us and we are outwardly focused, constantly looking at new opportunities to build genuinely affordable homes to rent and for shared ownership.

This is an exciting journey for us. You will be joining just as our new corporate strategy has launched, alongside our new values and behaviours. The corporate strategy has a renewed emphasis on service improvement and the scaling up of our community investment activities, improving our operational data and insight and maintaining and improving our business resilience. You will be very much at the heart of this, not just in your area of direct responsibility, but leading from the front across the organisation instilling the values and behaviours we need in all areas to deliver for residents.

As a key member of our Leadership Team responsible for our Finance and IT, you will need to keep us safe and resilient, with a financial and technological platform to deliver our aspirational plans. We have good base from which to start and need you to bring your vision, skills and capacity for delivery to take this to the next level.

I hope we've inspired you to consider this opportunity further but please do your own due diligence, ask others what they think of us and speak to our retained consultants, Neemar Search. I am confident you will see and hear good things.

Pippa Fleetwood-Read
Chief Executive



Our vision and values

Our vision:

To co-create homes and communities where everyone can flourish

We believe everyone is entitled to a quality, affordable and safe home, and everything we do is built on our four core organisational values.

Our values:

Pride in Team ISHA
Respect for Everyone
Trusted to make the difference
Passionate commitment to customers

We live by our values and are proud of the diversity of our communities. We strive to create spaces where residents can live happily, feel included, be respected and be themselves.

We are committed to providing secure, welcoming, and friendly environments and communities, free from racism, sexism, sexual misconduct, violence, bullying, and any form of sexual, physical, verbal or emotional abuse by staff, residents, contractors, or stakeholders, either in person or online.



Our Leadership Team



Pippa Fleetwood-Read
Chief Executive

Pippa has spent 20 years dedicated to providing quality homes and places, reducing homelessness, supporting vulnerable people and empowering communities.

From her first full time job working with residents on a regeneration project in Lewisham to her previous role as Managing Director at another housing association, she has supported community-based action.

She is passionate about what can be achieved when residents and local associations work together in their communities. Pippa wants to continue to evolve our mission to deliver safe homes, quality places to live and to continuously improve the service we provide to our residents.



Jerome Geoghegan
Deputy CEO and Director of Development and Building Safety

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.

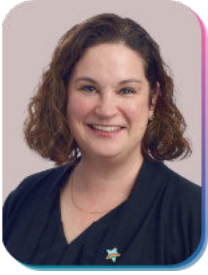


Mike Finister-Smith
Interim Finance Director

Mike has had many years of experience as a specialist social housing finance expert, working as part of leadership teams for a variety of organisations. Before that he has also worked as a lead advisor on several large-scale voluntary transfers of council houses from local authorities to newly created registered social housing providers and has 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 and Dove Housing in Staffordshire and part of the Customer Focus Committee at Ongo Homes in Lincolnshire.

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 visit to schools, universities and care homes.



Thea McNaught-Reynolds
Director of People and Performance

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

Thea is the senior executive responsible for complaints and for ensuring compliance with the consumer standards.



Jo Ellis
Interim Director of Housing & Neighbourhoods

Jo joined ISHA as Interim Director of Housing and Neighbourhoods in November 2025.

Jo's passion is for inclusive leadership and a commitment to improving lives through housing, care, and community investment. She does so with more than 35 years' experience as an executive and non-executive leader in the UK social housing sector. She is the Owner and Director of G&A Consulting Ltd, where she brings strategic insight, commercial acumen, and a deep commitment to social purpose to organisations across the housing and care landscape.

Jo's career spans senior leadership roles in housing associations, ALMOs, and charitable organisations, as Executive Director of Operations at Town & Country Housing (part of the Peabody Group), and Chief Executive of Eastbourne Homes Ltd. Her leadership has driven transformational change, improved service delivery, and strengthened governance across complex, regulated environments.

Our Board



Robert (Bob) Heapy

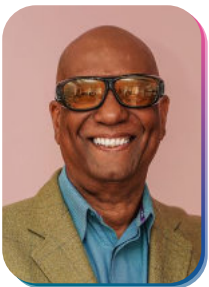
Chair

Bob Heapy joined the board in June 2025 as Chair designate and became Chair of ISHA's Board at the AGM in September 2025.

Bob's extensive biography includes CEO roles, directorships and board roles. He has held significant positions in the housing sector for more than 25 years, including with Quartz Housing Ltd, Town & Country Limited and Peabody Trust.

He is eager to work closely with our residents, build on ISHA's successes, and shape a bright future.

Committee membership: People, Property investment.



Alwyn Lewis

Chair of Property Investment Committee

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.

Committee membership: Property investment, People.



Jonathan Bunt

Chair Audit & Risk Committee

Jonathan is a qualified accountant and public finance expert. He worked in finance for local authorities for around 17 years, including as Chief Finance Officer and Strategic Director of Finance and Investment at the London Borough of Barking & Dagenham.

Jonathan has held numerous non-executive Director 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.

Committee membership: Audit & risk.



Justin Fisher

Senior Independent Director, Chair of People Committee

Justin has worked in the social housing sector for 27 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 15 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 Owner 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.

Committee membership: Remuneration, Property investment.



Alison Hatcher

Alison Hatcher is an independent pensions consultant and professional trustee. She previously served as 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 that supports women. She is an active participant in the pensions and retirement markets, speaking at conferences.

Alison sits on the Pensions Regulator's Board and has previously served on the Pensions and Lifetime Savings Association's Board. She is also a member of the investment subcommittee for Warwick University.

Committee membership: Audit & risk.



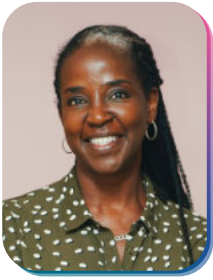
Gemma Colby

Gemma Colby is Head of Customer Experience (CX) at First Central Insurance Group, where she leads the CX team to design and deliver the business-wide CX strategy, bring the customer's voice to life, and lead improvement of the end-to-end (E2E) customer experience. She is an experienced Customer Service and CX professional and award-winning CX Leader.

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.

Committee membership: People, Board member responsible for complaints.



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 now a Group Finance Director 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 has previously served as a Non-Executive Director on the Barnet Homes Group (TBG) board for seven years, where she also held a Senior Independent Director (SID) role.

Committee membership: Audit & risk.

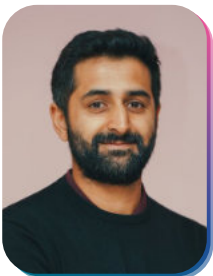


Mohammed Baporia

Mohammed is a family member of 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. He also aims to ensure the high standards set by ISHA's Board are being met.

Mohammed is a qualified accountant and tax manager working for a UK real estate investment trust.

Committee membership: Audit & risk.



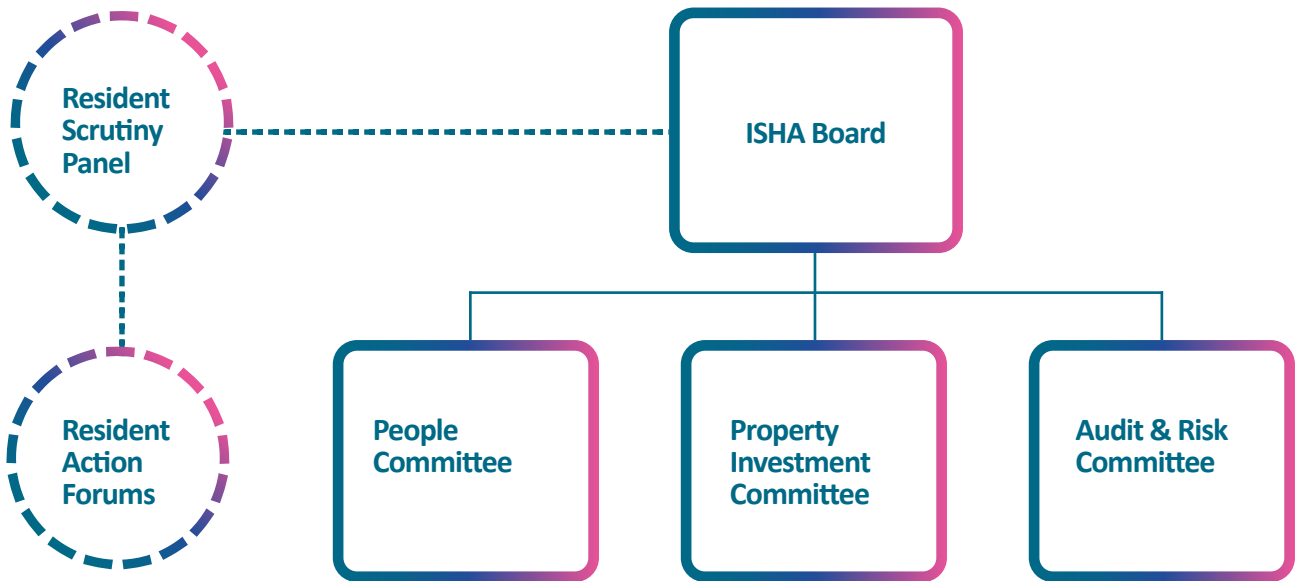
Daven Masri

Co-opted Property Investment Committee member

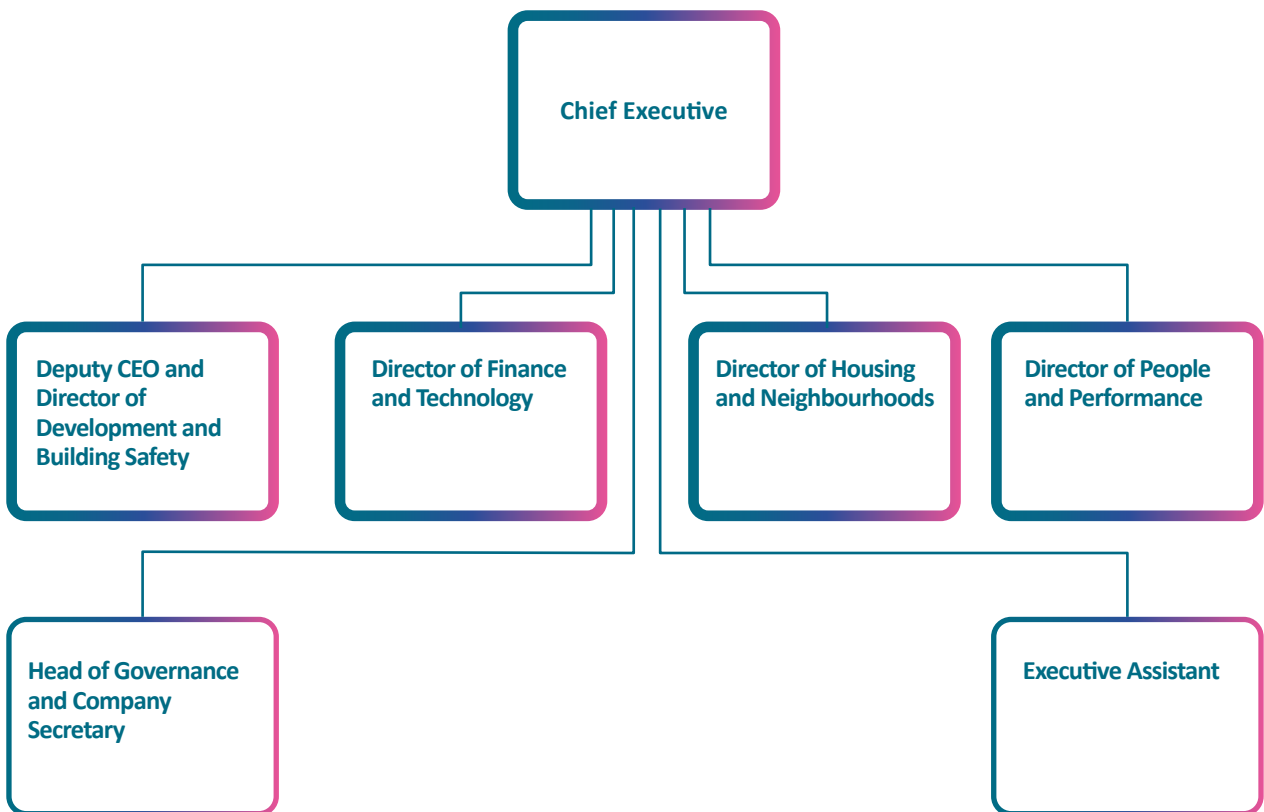
Daven is an ISHA leaseholder. Owning his own home improved his life so much that he was inspired to apply for a Board Member role to ensure that others could continue to benefit from the same opportunity. He hopes that his perspective will serve the Board well and lead to more affordable homes that enrich 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. Daven served on ISHA's board for five years before moving abroad. He continues his work as a co-opted member of the Property Investment Committee.

ISHA Governance Structure



Leadership Team and CEO Directorate



Job Description

Job Title: Director of Finance and Technology

Directorate: Finance and IT

Reports to: CEO

Direct reports: Head of Finance, IT Manager, Financial Planner

Job Purpose:

- Sets strategy and provides organisational leadership across financial management, risk assurance and financial reporting.
- Leads on business planning, management accounting, value for money, treasury management, cash flow and liquidity to ensure growth and sustainability.
- Shapes our digital strategy and owns its implementation across all our directorates to provide a consistent and high performance experience for our residents and colleagues.
- As a member of ISHA's Leadership Team plays a central role in shaping ISHA's strategic direction and driving the organisation's overall performance.

Act as a visible role model for ISHA's values:

- Professional
- Motivated to Deliver
- People Focused
- Compassionate

Key Responsibilities:

1. Deliver a robust financial strategy that maximises the ISHA's resources, strengthens financial resilience and supports sustainable business growth by optimising returns from the asset base and balance sheet, ensuring agreed financial performance targets are achieved.
2. Secure and optimise ISHA's treasury position by maximising borrowing capacity, maintaining strong funder relationships and ensuring an efficient, well structured debt portfolio that supports long term investment priorities.
3. Lead and deliver an effective financial business planning process that provides clear, timely and accurate financial insight, enabling informed decision making, alignment with strategic objectives and strong financial control.
4. Ensure the Board and its Committees are well informed and confident in financial decision making by delivering clear, high quality reports and insightful analysis, and by building strong, constructive working relationships with Board and Committee members.
5. Maintain strong liquidity and financial resilience by overseeing effective cash flow management and investment activity, working closely with professional advisers and the Audit and Risk Committee to optimise returns while managing risk appropriately.
6. Provide strategic and operational leadership to the Finance team, ensuring excellence across all core finance functions including transaction processing, financial and statutory reporting, business planning, treasury, tax, pensions, insurance and risk management.
7. Ensure the Finance function consistently delivers a high quality, customer focused service by providing timely, accurate information, practical financial insight and effective support to ISHA and its subsidiaries.
8. Embed robust planning, controls and performance monitoring arrangements by overseeing effective financial systems, processes and reporting that meet legal and regulatory requirements and reflect sector best practice. This includes across P&L, Balance Sheet, Cash Flow and rolling forecasts.
9. Develops our effective value for money strategy and ensures its robust implementation.
10. Ensure the effective operation and governance of the Audit and Risk Committee, managing agenda planning, high quality and timely papers, accurate records and meeting administration, and working closely with the Chair to support strong assurance and oversight.
11. Leads on internal audit and business assurance functions ensuring we actively manage the risk of fraud and wrongful acts and misrepresentation; ensures our colleagues and suppliers understand their obligations with controls and reporting to check compliance.

12. Maintain a comprehensive and effective risk management framework by overseeing risk strategy, advising on risk appetite, ensuring regular review of the strategic risk register and leading periodic scenario planning and stress testing to support organisational resilience.
13. Devise and implement ISHA's digital strategy, systems architecture strategy, data warehousing and business intelligence to evolve ISHA into a digitally mature organisation that best serves its residents and colleagues.
14. Deliver a robust IT and cyber security strategy and infrastructure that protects ISHA's data, systems and services, ensures regulatory and best practice compliance, and is translated into effective delivery plans through strong leadership of the IT team and engagement with other directorates.
15. Create and sustain high performing teams and services by providing clear direction, effective support and constructive challenge, using regular feedback to drive accountability, capability and continuous improvement.
16. Ensure compliance with all necessary financial and regulatory bodies in your area of operation. Lead on and ensure compliance with all existing and emerging statutory and regulatory returns.
17. Horizon scanning for financial risks and opportunities, including emerging legislation, best practice and mergers or acquisitions.

General

18. Ensure safeguarding responsibilities are fully and effectively met by embedding ISHA's safeguarding procedures into practice and decision making, and by promoting a strong safeguarding culture appropriate to the scope and seniority of the role.
19. Champion equality, diversity and inclusion in all aspects of work, ensuring policies are actively applied and the principles of fairness, inclusion and respect are positively promoted with colleagues, residents and wider stakeholders.
20. Maintain a safe, compliant and responsible working environment by ensuring full adherence to health and safety and data protection requirements, and by promoting practices that protect personal wellbeing, organisational data and the safety of others.
21. Ensure organisational priorities are met through flexible and responsive working, adapting approach and taking on additional reasonable responsibilities as required to support the needs of the team, directorate and ISHA, as and when required.

Person Specification

It is **ESSENTIAL** you meet all of the following criteria

Right to work in the UK

1. Proof of eligibility to currently work in the UK.

Education and Qualifications

2. A qualified accountant, together with demonstrable experience of ongoing professional development

Knowledge, Skills and Competencies

3. Experience as a service leader in an organisation with similar responsibilities, budget (revenue and capital) and resources.
4. Extensive experience of working as an accountant, delivering effective financial strategies with strong experience of accounts, budget production, treasury and cash flow management
5. Evidence of working with a range of stakeholders including Boards, regulators, funders, statutory and internal auditors and professional advisors
6. Evidence of a successful track-record of creating a vision for service delivery, translating clear objectives to deliver outcomes that make a positive difference.
7. Evidence of successfully leading and motivating people and cultivating a culture that creates high performing people and services.
8. Evidence of financial and commercial awareness with strong analytical skills and a creative approach to problem solving.
9. Highly developed communication skills, including the ability to share complex information with others (individuals and groups).
10. Excellent organisational and project/time management skills with the ability to manage a busy workload with competing deadlines.
11. Good understanding of Information Technology and its role in service delivery
12. Evidence of development and implementation of successful digital strategies
13. An understanding of systems architecture and a successful track record of systems implementation
14. Experience of working for a housing provider
15. Ability to secure strong commercial performance while delivering social outcomes

Terms and Conditions

Remuneration:
£130,000.

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 with three days annual leave automatically deducted

Working hours:

Work-life balance is important to us, and we have a 35-hour working week. However, as a Director there will be times when it is necessary to work flexibly to fulfil the role, including additional hours. 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.

Working flexibly: Some working from home days per week with prior managerial approval. With monthly designated 'all in' days (we don't offer hybrid contracts at ISHA).

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.

Co-creating homes and communities where everyone can flourish





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