



**TWO SAINTS**  
REBUILDING LIVES FOR A **BRIGHTER** FUTURE

Recruitment pack  
**Executive  
director of  
finance  
and IT**



# This document and your application

Thank you very much for your interest in this role.

On the following pages you'll find all the information you need to understand us better, discover what the role involves and how to apply.

## Finding your way around...

### ▶ Part 1

Learn about us, see how we work and hear about some of our leaders

### ▶ Part 2

Learn about the role and what's required

### ▶ Part 3

How to apply and details of the selection process. There's also a checklist to make sure you've covered everything

## Key dates

- Closing date and time: **5pm on Monday 28 July 2025**
- Interviews: **12 and 13 August** – at Fareham House, Fareham



## Welcome

Thanks for taking the time to find out more about this key role on our Executive Team.

This is a great time to be joining the team at Two Saints, as we've just adopted an ambitious strategy and embarked on a period of transformational change to improve our efficiency and ensure we're in the strongest position to deliver our vision: **to be a safety net for people in tough times and the springboard to a brighter future.**

As you'll see from our strategy, our focus is on delivering a full range of services to clients across the areas where we work. Our committed team do this through professional expertise and experience, and most importantly through living our culture and values. **We pride ourselves on being a values-based organisation and our values are:**

- **Everyone matters**
- **We know we're stronger together**
- **We do the right things, for the right reasons**
- **We never give up**

These are challenging times for our sector – but we like a challenge and are determined to remain financially strong and grow, so we can continue to support our clients and be a springboard to a brighter future. Which is where this role comes in.

Applicants for our executive director of finance and IT role will need to demonstrate experience of leading a finance team in the social housing sector or similar. Your professional qualifications and strategic approach are a given – we're most interested in what you can bring to our team. This could be your first Director-level appointment, or you may be a more experienced executive leader. **You'll be working for an agile, well regarded organisation and we're always busy, so your energy and enthusiasm will count for a lot.** We're non-hierarchical and curious in approach and our size means that you need a balance between operating strategically and 'rolling up your sleeves' on occasions.

If the above interests you, this will be a great role where you'll use your experience across the organisation to help us achieve our objectives and make a real contribution to improving lives for our clients.

If you're interested in joining us, do contact our retained consultant Denise Kirkham at Distinctive People on **07833 475669** for an informal chat.

Thank you for your time and we look forward to receiving an application from you.

**Janice Hughes**  
Chief Executive





# Who we are and how we work

We were formed in 2001 through the merger of St Dismas and St Petroc. **We offer housing, and support services** in Berkshire, Hampshire (including Portsmouth, Southampton) Bournemouth, Christchurch, and Poole and on the Isle of Wight. Our head office is in Fareham in Hampshire. We're a **registered community benefit society with charitable objectives**, a registered provider and members of the National Housing Federation and Homeless Link. Approximately 60% of our income is from rents with the other 40% coming from support contracts, donations and other income.



**We work in:**

- Hampshire (including Portsmouth, Southampton) – 85% of what we do
- Bournemouth, Christchurch, and Poole
- Berkshire
- The Isle of Wight

We aim to own or lease most of the buildings we operate from.

We work with clients to enable them to develop personalised support plans.

We aim to keep clients safe and work with them to develop their confidence and skills to help them move into independent accommodation, maintain their home and find meaningful activity.

**We provide the following services:**

- Single homelessness – 85% of what we do
- Young people and some young families
- Mental health
- Plus a few other services including supporting refugees and former offenders

## Discover more about us

[▶ Watch video](#)



[▶ READ](#)

Latest annual report and accounts



[▶ READ](#)

Read our current strategy



[▶ READ](#)

Two Minute News

## Part 1 About us

# Our executive team



### Janice Hughes

#### Chief executive

Janice is our chief executive, responsible for providing leadership and strategic direction for our organisation. She has worked for housing and supported housing organisations for over 25 years with a finance, property and risk management background. She's held executive and non-executive positions in not-for-profit organisations, including chair of audit committees, and is currently an elected member of the Homeless Link board. An experienced leader, Janice is committed to social justice and improving life choices for people who may be marginalised.



### Charlotte Buckingham

#### Executive director of client services

Charlotte has been working in the voluntary/not for profit sector since 2002. Before joining Two Saints in 2016 as a regional director, she was the chief executive officer for a small charity in Oxford that specialised in working with people with multiple and complex needs. Charlotte was appointed as executive director of client services in November 2020 and she is responsible for leading our client services.



### This role

#### Executive director of finance and IT



### Paula-May Houghton-Clarke

#### Executive director of people and programmes

Paula-May has a background in operations and transformation and a wealth of experience in leading teams, delivering change and supporting vulnerable people, most recently for the NHS. Her role is to ensure that our culture remains true to our vision and is a place people want to work and grow and have the tools needed to deliver support to our clients.

# Our Board



### Julie Toben

#### Chair of the Board

Julie has over 30 years experience of working with boards of local, national and international charities to improve their governance, management and sustainability, including over 20 years as a non-executive director. Prior to this, she was operations director of a property development company. She is currently chief executive of a regional charity and chair of a special needs independent school.



### Mark Woosey

#### Vice chair

Mark is a chartered IT professional (MBCS CITP). He's worked in the housing and care sector for more than 10 years. His former roles include a spell on the Chartered Institute of Housing audit and risk Board, several non-executive directorships with housing associations and senior business roles within national and global blue-chip businesses.



### John Banks

#### Chair, audit and risk committee

John is a qualified accountant with a 30-year career in financial services. He also holds qualifications in the management of risk, the delivery of change, and in green and sustainable finance. John has 10 years experience in non-executive roles including mental health charities and housing associations.



### Tony Quigley

Tony is an experienced senior leader in the affordable housing sector. This includes being Director of Home Ownership at Sovereign Housing. Through various roles and forums in the Chartered Institute of Housing, the National Housing Federation and the National Leasehold Group, he has contributed to shaping both national and regional policy and best practice.



### Caroline Moylan

#### Chair of remuneration and nominations committee

Caroline has experience as part of the executive team of a registered housing provider. She also has significant experience in a variety of leadership roles predominantly in the area of social, community and wellbeing services.



### Diane Palmer

Diane has worked in a variety of leadership roles over 20 years in the social housing and support sector. Specialising in the provision and development of housing and supporting services for people in later life, a former Regional Director for a national specialist housing association, Diane is currently responsible for older persons housing services within a Local Authority in the South East of England.



### Ronak Kantaria

Ronak is a qualified accountant with more than 20 years in the property sector. His collaborative, democratic business style builds long-standing relationships which engage stakeholders at all levels. Ronak now heads his own consultancy offering influential insights for organisational betterment, he also serves as a non-executive director on several boards.



### Rachel Pinchin

Rachel has years of experience working with both housing associations and in the private sector. Rachel is currently Deputy Chief Executive of Elim Housing Association and Managing Director of Lime Property Ventures, Elim's commercial subsidiary. She is committed to highlighting the positive impact of specialist and smaller housing associations in meeting local and individual needs.



### Sarah Frost

Before joining Two Saints, Sarah spent ten years on the boards of a number of different charities and a mid-sized housing association. Prior to that she had a long career in financial services. Sarah brings an in-depth understanding of ICT/Digital transformation combined with Risk Management, Governance and knowledge of the Social & Supported Housing sector. She is also qualified in strategy and governance.



### Hilary Clifford

Hilary has over 30 years experience of leading people and organisations through growth and sustainable transformation within the UK and globally. As an accredited coach, Hilary brings her coaching skills to her leadership and to the board room. She has more than 15 years experience as a board adviser and non-executive. She has served as a Chair within the Training and Education sectors and as a charity trustee.



# Learn about the role

## Executive director of finance and IT

To guide and challenge us and help turn our ambitious business growth and development plans into reality.



### Role scope

#### Job purpose

- As an integral member of the executive team hold collective accountability for the strategic leadership of the organisation
- Create, lead and inspire an organisational culture that enables all colleagues to achieve quality outcomes
- As an executive team member plan, position and shape direction of activity to enable the achievement of our objectives in line with our strategy
- Act as the executive lead on finance, including development finance and treasury and digital and cyber – advising the Board and executive colleagues as appropriate

**The scope of the role, which has the potential to change over time, is as follows:**

- Staff: 15 people (direct line management of three people)
- Financial Turnover: £21m
- Development programme: at least 40 additional bed spaces over five years
- Capital programme: £3.8m

### Main responsibilities

#### Strategic Input

- Work with executive team colleagues to develop the short, medium and long-term strategies

- for finance, investment, development and information and communication technology
- Provide strategic advice, information and expertise to senior colleagues and the Board, enabling investment decisions to deliver value for money outcomes in line with the Board's appetite for risk
- Hold accountability for our treasury strategy to include long term financial planning and development appraisals
- Lead executive responsible for servicing our audit and risk committee

#### Leadership

- Provide strong leadership and support to managers and staff - role modelling a values-led leadership style with vision and drive which inspires and motivates
- Adopt a style of leadership that strives to deliver excellence on both the front line and through corporate support
- Lead on change management and creating a culture of care and continuous improvement within the directorate

#### Compliance and Control

- Work with executive team colleagues and Board members to ensure effective governance and accountability across the organisation

- Provide appropriate and timely information, supporting an open and transparent dialogue across executives and non-executives, setting high standards of probity
- Ensure the risks within areas of direct responsibility are identified and mitigated effectively and decisions are made within a robust risk assessment framework
- Ensure that high standards of data governance and protection are in place

#### Performance management

- Develop a strong performance culture and commitment to customer care, experience and satisfaction. Monitor performance and ensure the delivery of high quality and professional services
- Provide support and development to your teams to ensure they're appropriately structured and resourced to deliver the corporate aims.
- Respond to customer feedback, utilising it to influence strategy and delivery plans, so clients can clearly see the impact of their involvement and scrutinise activities
- Ensure behaviours, values and culture are consistently applied throughout the organisation

#### External relationships

- Maintain and develop effective professional networks that add value to the organisation's work and ensure that it is viewed as an influential and reliable partner
- Develop long term relationships with policy makers and industry leaders to influence sector debate and thinking on business-based issues complementary to achieving social outcomes
- Regionally and nationally raise the organisation's profile both within and beyond the sector in support of growth and sustainability

### Key outcomes

- Act as the guardian of financial wellbeing ensuring the management, control and effective prioritisation of financial resources are aligned to business plan goals and regulatory requirements
- Develop the organisation's treasury strategy and assume accountability for its delivery, ensuring covenants are met and treasury-based decisions meet a value for money test
- Drive the development strategy through our development consortium membership - to ensure quality, financial planning and programme metrics are fully met
- Provide strategic stewardship of the information and communication technology strategy and align resources and objectives to business plan goals
- Complete external regulatory returns including the Regulator of Social Housing's regulatory and statistical returns and the Financial Conduct Authority's annual returns
- Produce and present risk appraisal reports and exercise control over all directorate accountabilities including phases of expenditure and delivery carried out by third party partners
- Ensure effective compliance on all matters linked to finance, investment, development and information and communication technology and take personal ownership for reporting and establishing future risk management planning in these areas

# Part 2 The role

## Experience and qualifications/training

- Appropriate professional qualification - qualified accountant
- Substantial experience of leading multi-functional activity in a complex and dispersed organisation
- Prior successful experience of leading a finance function with the professional depth to speak with confidence at Board level
- Experience and understanding of social housing development finance, including working with third party consultants
- A strong track record of leading, engaging and motivating colleagues through transformational periods of change
- Experience of working collaboratively with external bodies and organisations.
- Experience of reporting to Boards and servicing committees
- Proven track record of delivering customer-focussed services
- Prior experience of leading growth and meeting strategic targets

## Knowledge and skills

- In depth knowledge of regulation, and company law
- Comprehensive understanding of social housing development finance and financial planning
- Evidence of strategic technology acumen in directing and delivering effective returns on investment associated with technology spend
- Able to balance strategic thinking with an eye for detail
- Strong communication and interpersonal skills

- External focus, with the proven ability to build networks and work in partnership with relevant partners and stakeholders
- Expertise and practical experience of risk and performance management
- A foundation knowledge and practical exposure to treasury management principles
- A clear understanding of the social and political environment within which the organisation operates

## Additional requirements

Standard disclosure and barring service check is a requirement for this role. This would be completed on appointment of the role.

## Summary of terms and conditions of employment

**Job title:** Executive director of finance and IT

**Salary:** Grade 9.2 £84,406 per annum

**Payment:** Paid on or around 25th of each month directly into your bank account

**Hours of work:** 37

**Pension:** Contributory pension with the Social Housing Pension Scheme

**Annual leave:** 25 days increasing by one day per year to a maximum of 30 days, pro rata for part time. Bank holidays are in addition to this.

**Probationary period:** Six months for new employees

**Notice period:** 12 weeks

**Travel:** Business mileage paid (HMRC rate)

**Job location:** Fareham House, 69 High Street, Fareham, PO16 7BB with flexible/hybrid working arrangements.

# Part 3 Applying



## Making your application

Now you know all about us and the role, it's time for us to hear more about you and how you would help turn our plans into reality.



Here's a reminder and a few instructions of what to do next.



- 1. Make sure you've gone through this pack carefully:** Make sure you've read the pack, watched our video and reviewed our plans for the next five years.
- 2. Review your CV:** Polish up your CV and make sure it tells us what you can bring to the role. But make sure it's no longer than three pages.
- 3. Answer our three questions in a supporting statement:** You should answer them all in less than two sides of A4.  
The questions are:
  1. What attracts you to this role and Two Saints as an organisation?
  2. How will your professional skills and expertise enable you to add value to Two Saints and this role?
  3. At Two Saints we value curiosity and a questioning approach. How can you evidence alignment with this approach?
- 4. Fill in the extra forms:** Complete the [personal declaration form](#) and [equal opportunities monitoring form](#).
- 5. Send it all to us - before the deadline:** Answer the questions and send your CV, plus the two forms, to [recruitment@distinctivepeople.co.uk](mailto:recruitment@distinctivepeople.co.uk) by **5pm on Monday 28 July**. Put the job role in the email subject line.

## Key dates

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