



respond

building homes,
improving lives

Chief Financial Officer Candidate Information Booklet

Welcome to Respond



Building Homes

With over four decades of experience, Respond is a significant player in providing high-quality social and cost rental homes and building neighbourhoods for thousands of families.

With just over 3,500 homes under construction and a presence in all 26 counties, we are committed to addressing the housing crisis through increasing the national housing stock and providing professional and effective services.

Respond's ambitious plans to increase the number of their social and cost rental homes in the coming months, signals a period of significant growth. These homes are of the highest quality and design. Respond are a construction led Approved Housing Body with their own team of registered architects, technicians, quantity surveyors and construction managers who are working with top developers such as Cairn Homes, Ardstone Homes, Castlethorn and Chartered Land to deliver much needed homes. Respond also have substantial in house Legal and Finance departments.

3,500

homes in construction
across the country

19,500

tenants around
the country





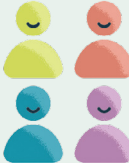
Improving Lives

Respond go beyond bricks and mortar, offering a range of services that support people in their own neighbourhoods including:

17 Early Learning and School Age Care Services

6 Family Homeless Services

3 Daycare Services for Older People

 **Family Support Services**

Respond's housing service delivery model for tenants is unique. Employing a trauma-informed approach, decisions are made swiftly and locally to ensure the best outcome for tenants. This flexible, responsive model allows the organisation to meet the diverse needs of tenants effectively. Additionally, Respond's own Family and Community Support Services are on hand to provide assistance, ensuring that support is available when needed.

At Respond, we prioritise adding value to the communities in which we operate and helping tenants establish links with existing local community groups and services. By fostering relationships with local schools, GAA clubs, and other community organisations, we support tenants to have a sense of belonging and pride in their new neighbourhoods.

Our Vision, Mission, Values and Guiding Principles

Our Vision

That every family and individual in Ireland will have high-quality housing as part of a vibrant and caring community.

Our Mission

Respond will play an enhanced role in effectively addressing the specific housing and homelessness crisis in Ireland by expanding and improving the housing services we provide.

We will significantly increase our housing stock, while seeking to maintain our focus on alleviating poverty. Respond estates will be well-designed, vibrant communities, with new developments prioritising mixed tenure to ensure true social integration and inclusion.

We will strive to contribute to an Ireland where everyone can have a home to call their own and where individuals, families and communities are empowered to reach their full potential.

Our Values

Listening

We will consult with and listen to our tenants, service users and employees. We will reflect their opinions in the planning, design and delivery of housing and housing support services.

Trust

We will aim to be a trusted and reliable social landlord to our tenants and service users, a trusted partner for those with whom we collaborate and a trustworthy employer for Respond employee

Empathy

In our work, we will try to see the situation from the point of view of the tenant or the community with which we are engaging. We will be non-judgemental, regardless of past or current difficulties. We will listen to and value their stories and experiences and endeavour to have a positive influence on their lives.

Sustainability

All our developments will try to enhance the natural world around us and not adversely impact the environment without redress. Through the design of our housing and communities, we will be mindful of our ethical obligations to pursue national goals of sustainable development through energy efficiency and the reduction of carbon emissions.

Integrity

Honesty, truthfulness and transparency of purpose and method will be our constant watchwords.

Quality Design

All our developments will be based on principles of place-making and of creating sustainable and safe living environments. We will seek to follow best practice to deliver integrated housing developments designed to high quality standards capable of being used by all including those with specific needs

Value for Money

Always conscious that we use State-backed loans and tenants' rental income to finance our building and service-delivery programme, we will ensure that all our expenditure and investment provides clear value for money with evidence-based, testable outcomes.



Our Guiding Principles

In our work, we're informed and inspired by the following guiding principles:

A Human Right to Housing

Respond believes that every human being is equal in rights and dignity and has the right to a secure, affordable home that meets their needs throughout their lifetime.

Respond will strive to ensure the services we provide are inclusive and empowering, and value the human rights of the people we work with and support.

Social Justice

All our initiatives will focus on creating a more just and equal society. We will seek to identify the root cause of social problems and, where we can, seek to address these through the deployment of our resources, expertise and energies.

As a not-for-profit organisation, Respond's wider contribution to the wellbeing of Irish society will be measured by the positive impact we have on the lives of the individuals, families and communities we serve.



Our People

Our dedicated team of 443 professionals are at the heart of Respond, with over half of employees bringing valuable social care expertise to the organisation.

This rich blend of skills and backgrounds allows Respond to deliver comprehensive, person-centred services to communities.

We are proud of our **eNPS score of 43 on Workday Peakon**, an employee engagement tool that reflects our commitment to fostering a supportive, engaged, and motivated workforce. This positive feedback from our employees underscores our efforts to create a rewarding and inclusive work environment where people can grow and develop in their careers.



Respond at a glance



A Learning Organisation: Continuously improving and innovating

Respond pride ourselves on being
a listening and learning organisation.

Listening to tenant feedback (which
is an impressive 95% tenant satisfaction
rate, independently verified by
Behaviour and Attitudes) and being
innovative and curious in our approach
to continuous improvement. One such
approach has developed into a long-
standing collaboration with Trinity

College's Global Brain Health Institute
who are working with Respond on a
pilot Brain Health Village in a Respond
development in Baltinglass, Co Wicklow.
The project has already garnered
attention, winning the Chartered
Institute of Housing award for Excellence
in Health and Wellbeing 2024.



Programmes for Continuous Improvement



Our Partners

At Respond, our mission to provide high-quality housing and essential community services is made possible through the invaluable support and collaboration of our partners. We work closely with the Department of Housing, Local Government and Heritage, Local Authorities, the Housing Finance Agency, and The Housing Agency at the highest level to address Ireland's housing needs and deliver on our ambitious construction goals.

On the Services side, our partnerships with the Health Service Executive (HSE) and the Dublin Regional Homeless Executive (DRHE) enable us to provide critical support and care to families and individuals. These collaborations ensure that we can offer comprehensive services that promote social inclusion, health, and well-being.

Regulation

Respond operates under rigorous audit and regulatory frameworks to ensure accountability and transparency:

Risk & Compliance:

Our Executive Head of Compliance, reporting to the Director of Legal & Compliance, is part of the Executive Management Team, ensuring high-level oversight and integration of compliance practices.

- **External Auditors:** Price Waterhouse Cooper (PwC)
- **Internal Auditors:** O'Neill Foley Accountants (ONF)
- **Compliance Department:** Conducts ad hoc internal audits

Board & FRAC:

The Board and the Finance, Risk, and Audit Committee (FRAC) oversee and monitor all audits. FRAC approves the Internal Audit Programme annually, reviews reports, and meets with both Internal and External Auditors each year to review the Audit & Financial Statements. Departmental audits are conducted by ONF.

External Regulators and Funders:



Charities
Regulatory
Authority logo

Housing Finance
agency

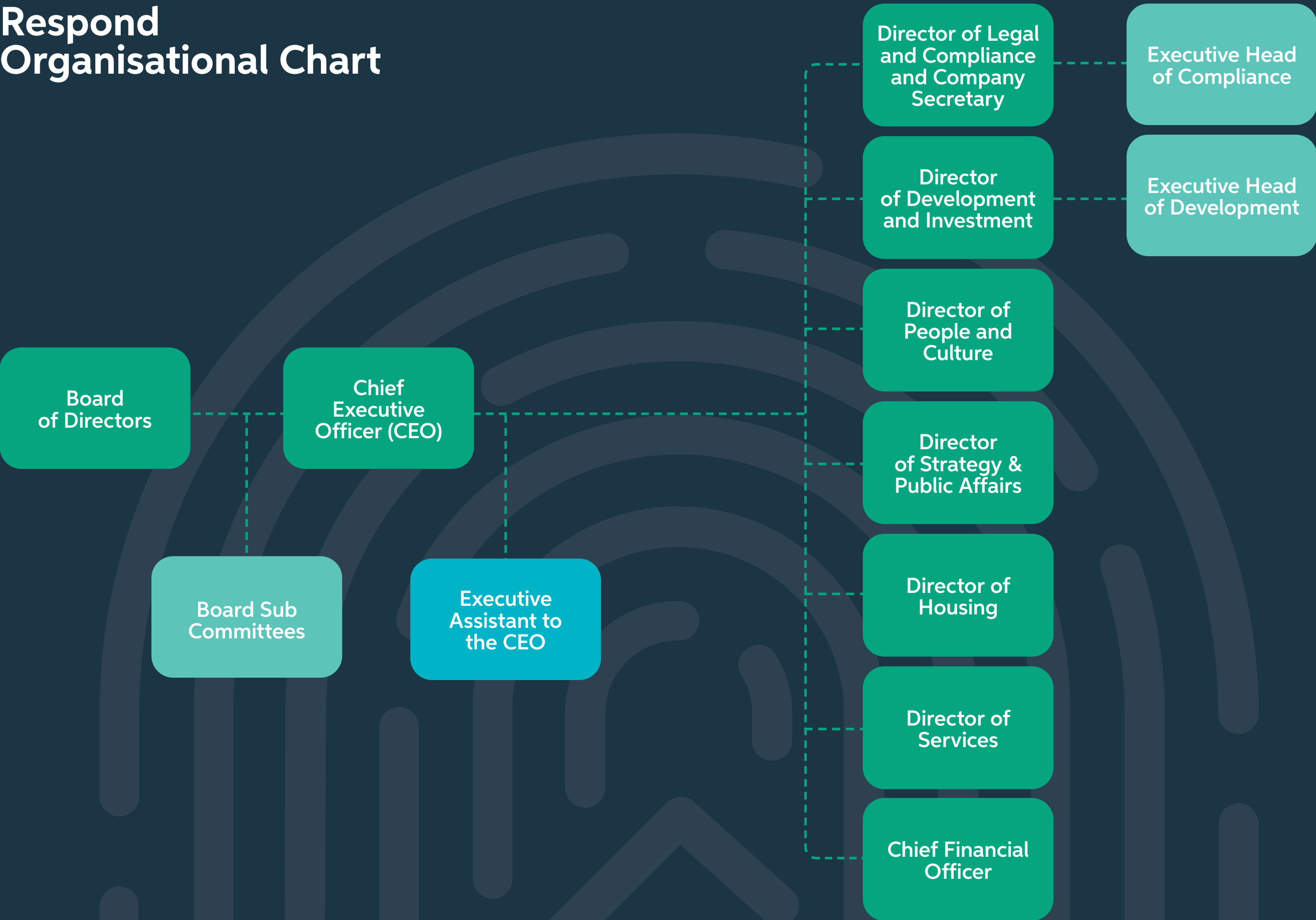
Local authorities

Additionally, the Department of Housing approves all Social & Cost Rental funding and addresses legacy funding issues. They are also developing a Governance & Oversight Role through a proposed Oversight Working Group in collaboration with Respond.

Further information is available in our latest Annual Report, available on our website.



Respond Organisational Chart



Board of Directors

The Board of Directors ensure that Respond complies with the full requirements of Company Law, the legal responsibilities that all Company Directors are subject to and that best practice systems of control and accountability are maintained.



Noel Kelly (Chairperson)

Noel Kelly is the Principal and Founder of ILSS (Inspired Leaders Shape Success), a business specialising in executive coaching and business improvement. A professional engineer with a Higher Diploma in Applied Finance, Noel has over 30 years of experience as a Global Business Leader. He most recently served as Senior Business Unit Director at Jabil Healthcare, overseeing a \$200M medical device manufacturing division. He has held senior leadership roles at Jabil Healthcare, Nypro, Honeywell, and Waterford Crystal. Noel is a dynamic and forward-thinking leader with a proven track record in business, engineering, operations, and supply chain, known for developing and leading high-performance teams.



John O'Connor

John O'Connor joined Respond's Board of Directors in December 2016 and served as chair from January 2017 to December 2022. From 2013 to 2019, he was Chairperson of EirGrid, the electricity transmission market operator for Ireland. He also chaired the Pyrite Resolution Board from 2013 to 2016. From 2000 to 2011, John was Chairperson of An Bord Pleanála, the national tribunal for planning appeals and strategic infrastructure projects. With 35 years as a civil servant in the Department of the Environment, he held senior roles, including Finance Officer, Principal Housing Policy and Finance, and Assistant Secretary for the Planning and Water Services Division. He has also served as director of the Housing Finance Agency, Temple Bar Properties, and the Dublin Docklands Development Authority. John holds a Diploma in Public Administration from UCD.



Michael Dominick Anglim

Michael Anglim joined our Board in June 2017. Michael worked with McNerney's from the early 1960s to the mid 1980s in various departments. He became a director in the early 1970s. Michael left McNerney's in the mid-1980s to join Gannon Homes, where he worked for 31 years and was eventually appointed a director. Michael is a past Chairman of the Irish House Builders Association. He also served as a director of the Workers Pension Scheme. Presently Michael is a Trustee of the Construction Industry Federation, where he has been actively involved for many years.



Daniel Vincent McCarthy

Daniel Vincent McCarthy is the co-founder and CEO of The Festival of Curiosity, Dublin's annual international festival of science, arts, design, and technology, attracting over 45,000 attendees each year. Previously, he was the curator of Dublin City of Science 2012 at the Irish Office of the Chief Scientific Adviser. Vincent has worked with the Irish Department of Foreign Affairs on science and technology projects in Mozambique and contributed to RTÉ Young Peoples on Science and Technology. He regularly features on Irish radio shows. Vincent is the former President of the Ireland United States Alumni Association and currently chairs the International School of Dublin and is a member of the Smart Dublin Advisory Network. He holds a Joint Honours BSc in Physics and Mathematics from University College Cork and an MA in International Relations from Dublin City University.



Professor Cathal O'Connell

Prof Cathal O'Connell is a staff member of the School of Applied Social Studies and is Vice Head of College for Teaching and Learning in the College of Arts Celtic Studies and Social Science, University College Cork. He has served on a wide range of school, faculty, college and university committees. He is a member of the Academic Standards Board of (ACE) Centre for Adult Education UCC agus tá sé ina mbáil de Bord na Gaeilge, Coláiste na h-Ollscoile Chorcaigh. In December 2020, he was appointed Independent Chair of the Traveller Interagency Services Group (TIG) which oversees the delivery of services to the Traveller Community by statutory and state funded bodies. His main research and publication interests are in Irish social policy development, housing policy and housing management and urban regeneration. He joined our Board in September 2022.



Sinead O'Neill

Sinead O'Neill has over 30 years of experience as the owner of her private limited company, a four-year tenure as CEO, and as Associate Vice President with a Fortune 500 company. She excels in strategic business planning, growth, and robust management, specializing in budget management and leading large teams. As a qualified coach in executive, team, and business contexts, Sinead takes a holistic approach to mentorship, focusing on the human aspect of business. She believes that understanding and harnessing collective mindsets is key to unlocking business potential, driving her consultancy practice to foster a culture of leadership and development beyond traditional business metrics.



Marian Keane

Marian joined the Respond Board of Directors in 2024 after a 40-year career at AIB Bank. Her roles included Branch Manager, Regional HR Manager, Private Banking Manager, and Head of Mortgages for Kilkenny, Tipperary, and Waterford. Her extensive experience in the banking sector showcases her versatility and expertise in financial services. Currently, Marian is a part-time Business Consultant, supporting a new Mortgage and Life Brokerage business. She also serves as Finance Officer and Trustee of the South Eastern Cancer Foundation (Solas Cancer Support Centre), a charity she co-founded 20 years ago, overseeing its financial operations and ensuring compliance with regulatory standards.



Aileen McHugh

Aileen joined the Respond Board of Directors in 2024 after a distinguished career in the civil service, retiring as Chief of Staff at Tailte Éireann (TÉ). TÉ, with over 950 staff, was formed from the merger of the Property Registration Authority (PRA), Ordnance Survey Ireland, and the Valuation Office, under the Department of Housing, Local Government and Heritage. Aileen also served as Secretary to the TÉ Board and the Audit and Risk Committee. Her roles at the PRA included Divisional Manager, HR Manager, and Head of Operations, where she notably led the establishment of the decentralised PRA office in Waterford in 1998. Aileen has been a member of the PRA Management Board since 2012. She holds degrees in English and History, Public Administration, an MBS in Management of Change, and a Doctorate in Business Administration.



Olivia McCann (Company Secretary) (Solicitor Ireland, England and Wales)

Olivia McCann was appointed Director of Legal and Compliance and Company Secretary of Respond in December 2022, having previously served as a Director on Respond's Board for two and a half years. With 32 years of experience as a solicitor, she has worked in both the UK and Ireland, handling complex commercial matters in private practice and in-house. Before joining Respond, Olivia specialised in commercial property, corporate and business law, and advised various business sectors. Her expertise also includes residential property and landlord-tenant law. She qualified with McCann FitzGerald Solicitors in 1992 and in the UK in 1998, later working as a Senior Lawyer with Clifford Chance and Canary Wharf Group plc in London. For fourteen years prior to December 2022, she practiced general private law in Waterford with Dublin law firm A. McCann & Co.



The Opportunity

The Chief Financial Officer is responsible for providing strategic financial direction and leadership of the Financial & IT functions within Respond, ensuring that financial activity supports the Company's objectives. This role acts as a strategic partner within the Executive Team, enabling the Corporate Plan while driving financial competence, financial management information and reporting systems, and continuous improvement. The Finance Team comprises Finance Operations, Management Accounts and Budgeting, Treasury and Risk Management.

The post holder will also provide strategic leadership in the area of digital transformation and IT, ensuring that systems, data, and technologies are developed and deployed to enhance organisational performance and service delivery as well as maximise organisational effectiveness and agility.

This role requires a highly motivated, results-oriented individual with strong leadership and influencing skills, capable of managing complex financial and digital functions within a charity sector context.

Core Duties and Responsibilities

Financial Management & Governance

- **Provide strategic leadership** and oversight of all financial operations, including corporate planning, budget management, financial control, and reporting.
- **Ensure financial compliance** with the Charities Regulator, Housing Agency, Approved Housing Body (AHB) regulations, and relevant statutory and regulatory frameworks.
- **Lead the development and implementation** of financial strategies and planning to ensure the long-term sustainability of the organisation.
- **Advise the CEO** and Board on financial performance, risk, and sustainability, providing accurate, timely, and comprehensive reporting.

- **Manage treasury**, funding arrangements, and investment strategies in line with best practice in financial management.
- **Ensure that robust systems of internal control**, internal and external audit, and risk management are in place.

Leadership & Organisational Contribution

- **Contribute actively** as a member of the Executive Leadership Team to the overall strategic direction of the organisation.
- **Lead and develop** high-performing teams across finance, IT, and digital services.
- **Build effective relationships** with external stakeholders including Government Departments, Local Authorities, funders, and regulators.
- **Ensure a culture of capacity building**, and performance excellence in Finance and IT in the context of significant service development and asset growth on the immediate and long-term planning horizon.
- **Promote a culture of accountability**, integrity, and service excellence in line with organisational values.

IT & Digital Transformation

- **Develop and implement** the organisation's IT and digital strategy, aligned with corporate objectives and company policy.
- **Ensure compliance** with data protection legislation, GDPR, cyber security standards, and business continuity planning.
- **Promote innovation** in the use of digital solutions to enhance tenant services, business intelligence, and operational efficiency.
- **Lead the development and integration** of housing management systems, financial systems, and digital communication platforms.

The Candidate

Essential Criteria

- **Requires undergraduate degree level** in Finance and related professional qualifications (ACA, ACCA, CGMA etc.)

Technical Skills

- **Proven experience** in developing Finance Policy and Strategy, with experience of financial control, treasury management and corporate finance.
- **Experience of advising** and presenting at Senior Executive and Board levels.
- **Extensive experience** in identifying, assessing and managing risks.
- **Demonstrated understanding** of process improvement and change management.
- **Experience in performance** management and business partnering.
- **Proven experience** of Value for Money.
- **Strong skills** in strategic and organisation planning.

Experience

- **Position requires minimum** of 10 years' experience at Senior Manager level in a finance role.

Desired Skills

- **Qualification in IT** related discipline and/or experience in managing IT Depts.
- **Sector experience** in property, housing, construction, charity sectors.
- **Excellent communication** and analytical skills, with strong attention to detail and the ability to identify solutions.
- **Proven ability to engage** with diverse stakeholders across public and private sectors, with experience of managing complex stakeholder relationships.
- **Ability to prioritise and manage** workloads and to cope with conflicting demands.
- **A commitment to Respond's values** and guiding principles.

Location

- **Hybrid position**, with an expectation of in-person executive presence primarily in Dublin and Waterford.

Why Join Respond?

This is more than a job; it's an opportunity to make a lasting impact. As Chief Financial Officer of Respond, you will be at the forefront of transforming lives through housing and community services. You will be part of an organisation that values integrity, empathy, and sustainability, and that is committed to making a real difference in the lives of people across Ireland.

More than a career.

How to Apply

Respond is committed to equal employment and growing a diverse workforce. If you do not "tick every box" there are likely other valuable attributes and skills that you have, that would make you a great fit for the organisation. We welcome applications from people of all cultures, nationalities, genders and from anyone who has historically faced social exclusion. If you feel this role is for you, then please apply.

To apply, please follow the link [CFO Application](#) and submit your application, including a detailed CV and a cover letter.

Please note that only applications received via this link will be considered. The closing date is Tuesday 30th September 2025 at 3pm.

For informal and confidential enquiries about the opportunity, please contact Susan Maguire, Director of People and Culture at susan.maguire@respond.ie.





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