



DIRECTOR OF SERVICES

Recruitment Pack

April 2026

Chief Executive's Welcome

Dear applicant,

Thank you for your interest in our Director of Services role and for taking the time to explore this important opportunity.

This role will appeal to a confident and experienced leader. The Director of Services will join Fold Housing at an exciting time of growth and change. This is an opportunity for someone who is passionate about being an effective and impactful leader in a respected organisation that wants to make a real difference.

This pack outlines Fold's profile, the role and our selection process. If you would like to discuss the role further, please do not hesitate to contact me on Kathleen.Cottier@foldireland.ie and we can schedule a time to talk.

My very best wishes,

Kath Cottier



About Fold Housing

Fold is one of the Ireland's most respected Approved Housing Bodies (AHBs) with a diverse portfolio of homes in management and services for residents. We have a portfolio of over 900 homes in Dublin, Meath and Louth. Our two Health Information and Quality Authority (HIQA) regulated care homes specialise in services for frail elderly and people living with a dementia diagnosis. We are an ambitious organisation with strategic goals to be a leader in developing housing and care solutions for older people in Ireland. Whilst we specialise in older persons housing, 25% of our homes are our general social housing.

Further information and details about our team can be found at the links below:

- Our Senior Management Team ([More details](#))
- Our Board ([More details](#))
- Our latest Annual Review & Financial Statements ([More details](#))
- Our website ([More details](#))

Strategic Plan

Our 2025-2027 strategic plan underlines our commitment to strengthen our capacity and capability to deliver new social housing. We will deliver at least 100 new homes each year for the next 3 years and to broaden our resident services. We believe this is essential to meet both the housing and care needs of older people in Ireland.

High standards

Fold is dedicated to maintaining the highest standards and performance in housing delivery, service provision and governance. The interests of our current and future residents are our primary objective. This is evidenced by our excellent resident feedback and high levels of resident engagement, our continued compliance with HIQA over many years, and positive engagement and compliance with the Approved Housing Bodies Regulatory Authority (AHBRA). We also maintain high financial standards to ensure the continued confidence of our funders and ability to borrow funds to develop quality new homes.

Residents

It is our belief that the voice and experience of our residents should shape service delivery. We also believe that strong leadership by Fold and our residents in their own communities can make a tangible difference to people's lives. This is core to our vision of a society where older people have a great quality of life and choice.




Vision, Purpose and Values

▶▶ Our Vision

A society where older people have a great quality of life and choice.

▶▶ Our Purpose



To develop and manage homes that older people want to live in



To empower residents to live fulfilling lives and foster thriving communities



Work towards delivering a new model of housing at Fold where care is available if needed

▶▶ Our Values



Integrity

Being open and honest about what we do, how we do it and why. Being responsive to the views of our partners and ensuring that our governance meets best practice.



Excellence

Providing quality services to our residents, keeping them at the centre of everything we do. Ensuring that our team have the leadership and supports to enable them to deliver the highest standards in everything we do.



Creating Value

Using our resources to best effect in pursuing our objectives. Prioritising sound financial management, achieving value for money and protecting future sustainability.



Respect

Creating an environment where all residents, colleagues and partners are treated fairly and equitably.

Role Profile

Reports to: Chief Executive

Direct reports: Head of Care Services, Housing and Communities Manager, and Property & Assets Manager

In this role you will be part of an ambitious executive leadership team committed to making a positive difference to people's lives and to advancing the housing and Approved Housing Body (AHB) sector.

The Director of Services is critical to our success, enabling the organisation to achieve its growth ambitions and to deliver our strategic plan. This will include the opportunity to shape the development of a new model of housing with care for older people in Ireland. The role also plays a central part in safeguarding our long-term sustainability through the proactive delivery of high-quality housing and care services, underpinned by excellent property and asset management.

You will lead a skilled and dedicated team, strengthening and diversifying services while embedding a resident-centred approach within a collaborative organisational culture. Partnership working will be fundamental to your success in this role. You will enable close collaboration and engagement across Fold, our Board, Local Authorities, the Health Service Executive (HSE), AHB partners, and other key stakeholders who support the delivery of services and enhance the quality of life for Fold residents.

Primary objectives

- Provide strategic leadership and operational delivery for housing, property and asset management, and care services, including responsibility for two HIQA-regulated care homes.
- Ensure Fold meets the needs of residents, communities, and statutory and voluntary partners, in line with the organisation's vision, purpose, and values.
- Ensure full compliance with relevant housing, care, and property legislation, regulations, and policies.
- Take a hands-on leadership approach, empowering and supporting teams at all levels while driving effective and timely decision-making.
- As a member of the executive leadership team, work collaboratively across the organisation to engage all departments, promote a strong 'one team' culture, and deliver Fold's objectives.

Key relationships

Chief Executive; Chairs of the Board and Operations Committee as well as the wider Board; Director of Finance and Corporate Services, Director of Development and New Business, Fold residents, and a wide range of regulatory, statutory, voluntary and community partners in the housing management, care services and property & asset management fields.

Director of Services

Strategic planning and service development

- Develop housing management, property and asset management, and care services in line with Fold's vision, purpose and values.
- Contribute as a member of the executive leadership team to setting Fold's strategic objectives and determining how they are effectively achieved.
- Set clear priorities and delivery plans for housing management, property and asset management, and care service functions.
- Lead, coach, and support direct reports to deliver excellent customer service, achieve plans and targets, and provide a comprehensive and expanding range of services that meet our residents' needs and aspirations and Fold's strategic objectives.
- Ensure effective engagement and consultation with residents and stakeholders, supporting resident participation, influence, and scrutiny on issues that affect them and ensuring the resident voice is heard.
- Identify and drive business and service development opportunities, proactively managing change and supporting individuals and teams to adapt to new processes, systems and technologies.

Operations

- Ensure the effective delivery of high-quality resident services across key operational areas including care services, safeguarding, health and wellbeing, support and advocacy, allocations and lettings, tenancy, estate and income management, community development, resident engagement, repairs and maintenance, environmental sustainability, and property and asset management.
- Lead the development, implementation and regular review of robust policies, systems, and procedures, ensuring consistency, compliance, and continuous improvement.
- Maintain day-to-day quality assurance, ensuring decisions are made appropriately and in accordance with agreed policies, procedures and governance requirements.
- Oversee procurement and contract management arrangements for third-party suppliers and contractors, ensuring effective performance, compliance and value for money.
- Provide appropriate housing, property and asset management and care input into the assessment and approval of new housing developments.
- Maximise the effective use of IT systems and digital tools to enhance customer service, operational performance and reporting.

Director of Services

Compliance

- Maintain up-to-date knowledge of regulatory and performance standards and best practice, ensuring operational policies and procedures reflect these requirements.
- Monitor and oversee day-to-day compliance across operations.
- Lead regulatory assessments and inspections as required, responding effectively and appropriately to regulators.
- Oversee and manage Internal Audit programmes for housing management, property and asset management, and care services.
- Identify, manage, and report on operational risks and associated mitigation measures.

Health and safety and business continuity

- As a member of the executive leadership team, lead the development and oversight of robust Health & Safety arrangements (excluding new business and property development) and business continuity preparedness.
- Provide leadership to the Health & Safety Committee, promoting compliance, risk reduction, and a strong, proactive safety culture.
- Lead the development, implementation, and ongoing maintenance of business continuity plans and processes across housing management, property and asset management, and care services.

Performance

- Embed a positive performance culture in which individuals and teams share responsibility for continuous improvement, maximise value and align performance with organisational goals.
- Set, deliver against, and be accountable for departmental performance targets and KPIs.
- Communicate relevant business, performance and outcomes data clearly and effectively to teams, customers and stakeholders.

Financial oversight

- Work with housing, property and asset management managers and the Head of Care Services to develop, review and set appropriate budgets that maximise income and deliver value for money.
- Ensure budgets are effectively monitored and managed in line with delegated authority levels, financial controls, and audit requirements.
- Determine and oversee the planned maintenance programme and associated budgets, ensuring delivery meets resident and organisational needs and remains on target and within budget.

Director of Services

- Work in partnership with the Director of Finance and Corporate Services to prepare funding proposals and ensure compliance with public funding requirements.
- Identify and pursue funding opportunities to support the growth and development of services in line with organisational and departmental objectives.

Partner / Stakeholder engagement

- Maximise opportunities for collaborative working with external organisations to benefit residents, communities and services, supporting the achievement of strategic objectives and the pursuit of new opportunities.
- Establish and manage contracts or service-level agreements for partnership working as appropriate, with clear governance arrangements and communication touchpoints to support effective collaboration and shared delivery.

Communications / Public relations

- Through proactive promotion of the organisation's vision, purpose, values and strategic objectives, effectively enhance Fold's reputation amongst our internal and external stakeholders.
- Take a lead role in effectively communicating with our stakeholders and partners including representing the voice of Fold at internal and external events, campaigns and initiatives and relevant policy forums.
- Proactively champion Fold's internal and external communications objectives in line with the organisation's communications strategy.

People Management / Team Leadership

- Collaborate effectively across the organisation, applying a strong "one team" approach to leadership, operations, and the delivery of Fold's goals and ambitions.
- Promote and role-model a culture of excellence that reflects and delivers Fold's vision, purpose, and values.
- Play a leading role in colleague engagement initiatives at both organisational and team levels.
- Support and develop direct reports and teams, ensuring they have the skills, tools and opportunities to deliver excellent services and to grow and succeed at Fold.
- Maintain a strong understanding of operational delivery by spending regular, meaningful time engaging with direct reports.
- Work in partnership with HR to recruit high-quality candidates, develop effective induction programmes and actively manage probation processes.
- Collaborate with HR to ensure Fold remains competitive in attracting and retaining talent within your remit.

Director of Services

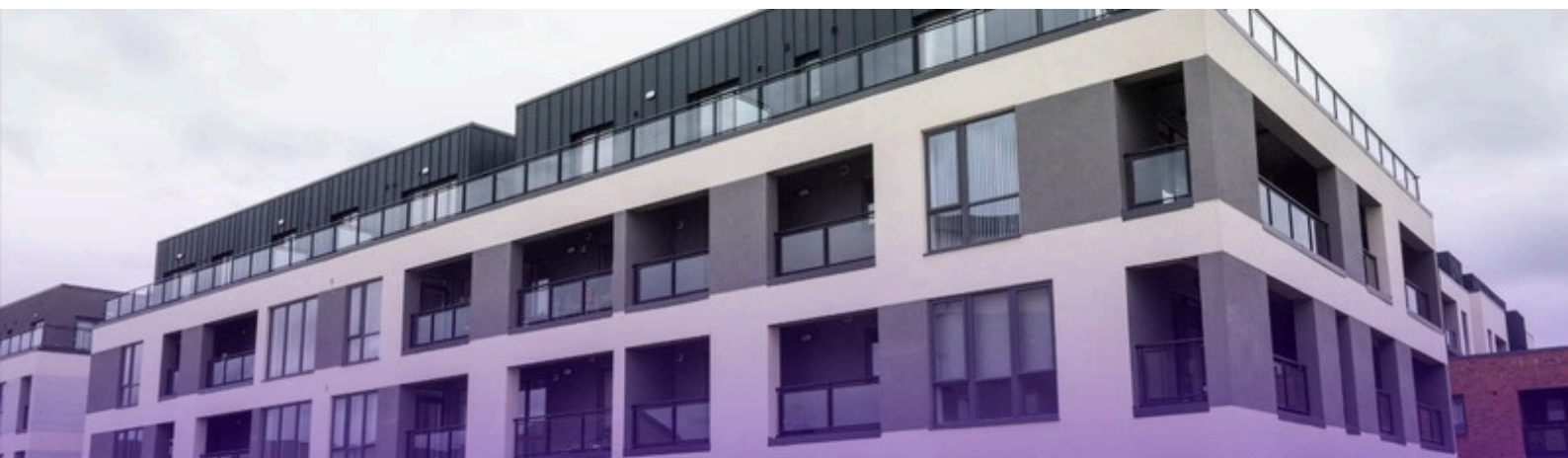
Out of hours

- Participate in a rostered out-of-hours on-call service, providing second-line support to external contractors and housing with care colleagues in response to emergencies or business-critical incidents.
- Engage remotely with colleagues, residents, contractors and external stakeholders as required.
- As a senior Leader, respond flexibly and appropriately to out-of-hours matters deemed business critical.

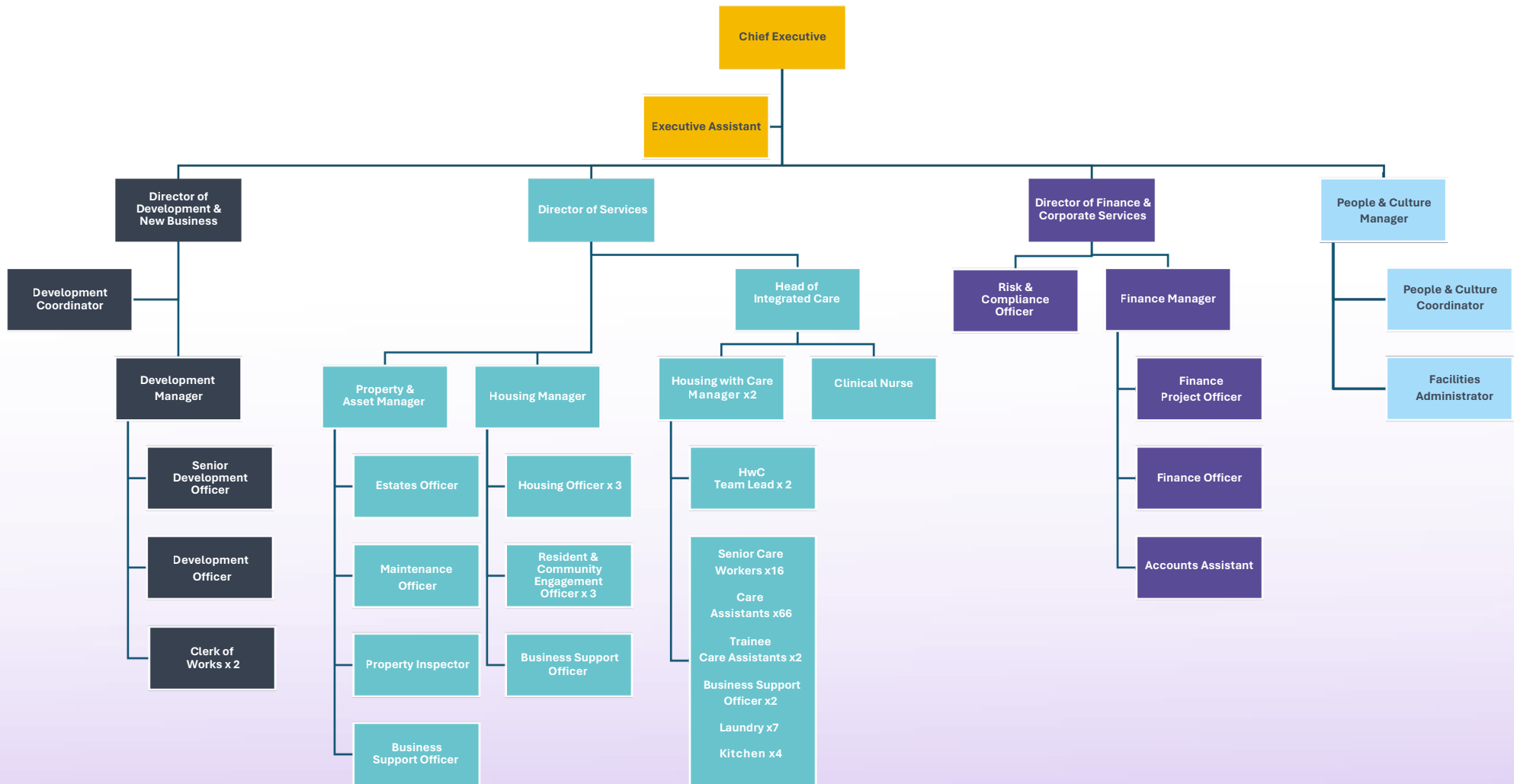
Person specification

Essential

- Third level qualification in an area relevant to the role, clear evidence of ongoing professional development.
- Minimum of 5 years of relevant experience in a senior leadership role, leading and performance managing a team including at managerial level.
- Extensive experience in at least one relevant field; social care, housing and or property and asset management.
- Proven experience in working in a highly regulated environment.
- Experience of policy and strategy, financial control and budget management.
- Experience of working in collaborative partnerships.
- Experience of establishing and managing formal outsourced works and contract management. Experience of reporting, advising and presenting at senior levels.
- Experience of development digital and operational systems to identify improvements that enhance service quality and efficiency.
- Excellent communication and analytical skills, with strong attention to detail and the ability to identify solutions.
- Demonstrated understanding of process improvement and change management.
- Accountability for a significant budget or expenditure program securing value for money by effective prioritisation and driving efficiencies.



Organisational Structure



Key terms and conditions

Remuneration

€ 89,511- € 103,806 per annum, dependent upon experience.

Additional benefits

We offer a range of benefits for our colleagues, including a bike to work scheme, generous company pension scheme, employee assistance programme, paid sick leave, on-site parking and wellness programme, educational assistance programme, paid study and exam leave, group life (death in service) cover, and hybrid working model.

Annual holiday entitlement

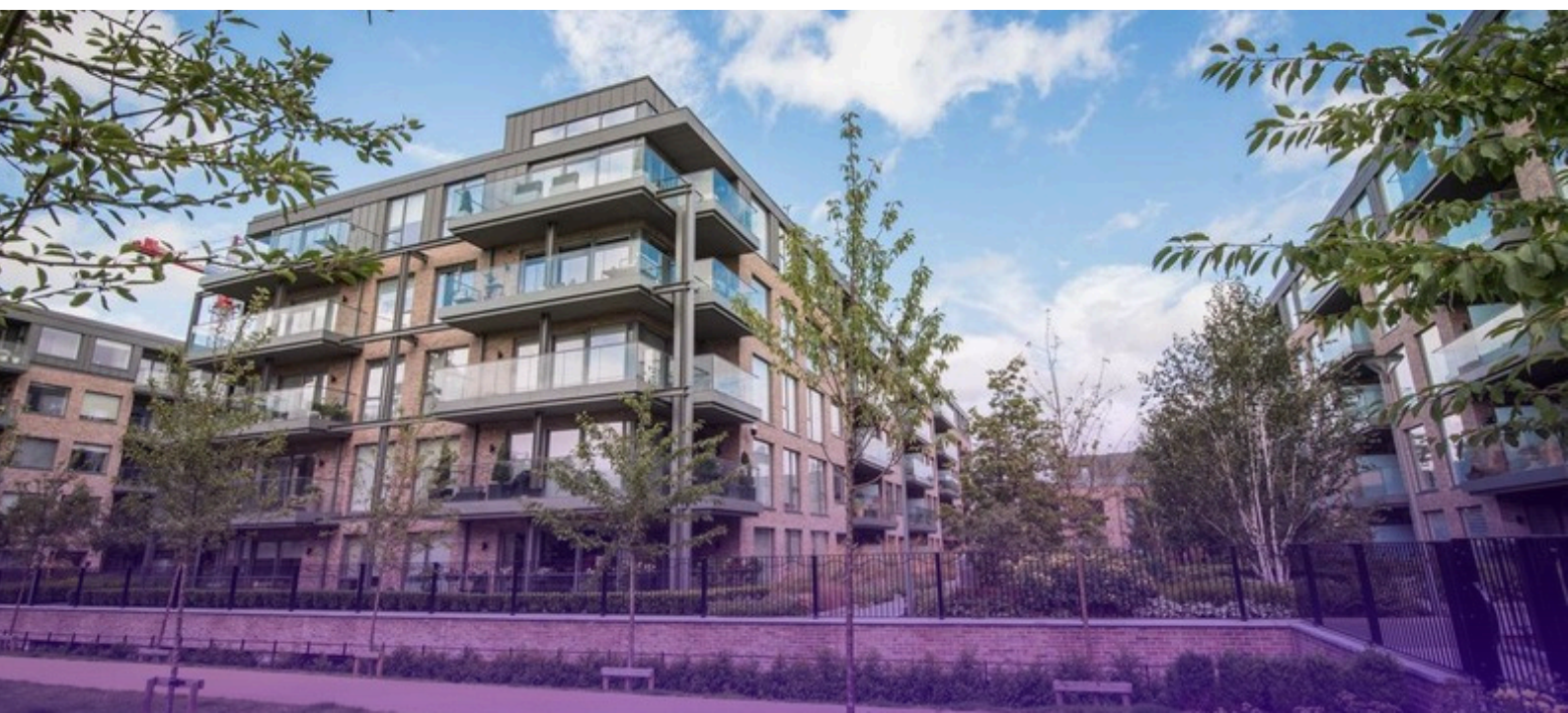
You'll be entitled to 25 days annual leave increasing to 28 days linked to length of service.

Working hours and location

- ▶ Normal hours of work are 37 hours per week, based around the usual business working week. However, due to the seniority of this post, there is a requirement for flexibility in meeting the full responsibilities of the post.
- ▶ Our office is at Northwood Office, The Crescent Building, Santry Demesne, Dublin, D09 X8W3, Ireland.
- ▶ We operate on a hybrid home/office arrangement: 3 days per week in the office and 2 days from home.
- ▶ Occasional travel will also be required to fulfil the requirements of the role.

Probation and notice period

The probation period is nine months. Notice period thereafter is three months.



Application Process

Closing date: Tuesday 12th May 2026 at 10am

To apply, please send the following:

- A CV confirming your current/most recent roles (summary of earlier roles)
- A cover letter outlining your motivation for applying for this role and how your experience aligns with the requirements of the role.

For queries about this position, please contact Alison Foran, People and Culture Manager – Fold Housing at +353 1 822 8804. All enquiries regarding the role will be held in strictest confidence.

CV and Cover Letters can be submitted to applications@foldireland.ie

Interview with Fold panel: Week commencing 17th May 2026

Candidates will be interviewed by a Fold Housing panel including Kath Cottier, Chief Executive. Details will be confirmed as part of the final stage of the recruitment process.



