

AUKH Organisation Profile

Age UK Hertfordshire (AUKH) works to improve later life for thousands of older people in Hertfordshire today and for future generations. We celebrate ageing, create opportunities for people in later life and challenge disadvantage and discrimination experienced by our ageing population. Our aim is to set a positive agenda for later life and play a key influencing role in changing the approach of society in Hertfordshire to older people.

AUKH is one of the largest charities providing services to older people in Hertfordshire and has a high level of recognition among the statutory authorities, voluntary sector and the public. In the past year we have supported over 25,800 older people with a range of services including day clubs, dementia care and support, befriending and emotional support, a wide range of information and advice (including help to claim over £5.88m for older people in welfare benefits), and our partnership work covers health related services including support for older people in or being discharged from hospital, and a nutrition and dietetics service. AUKH also delivers successful Help in the Home and Handyman paid-for services.

All this is made possible by our dedicated team with their compassion, care, innovation and resourcefulness. We look forward to sustaining and developing core and new services for our increasing number of clients.

Their feedback speaks for itself:

“With help from the InTouch Team, I was able to take back control of my life”.

“I have always loved the Age UK club, I have made good friends and it has always been the highlight of my week.”

“I’m so glad I called. I didn’t know what I needed until I spoke with them [Information and Advice].”

“Without Age UK’s support I would have found it very difficult to cope”.

AUKH operates with an income of over £5.2m generated from a range of sources, the majority aligned to the delivery of specific services and partnerships for supporting older people in Hertfordshire.

AUKH’s office in Hertford provides an HQ base for staff and volunteers most of whom work remotely or at day club premises and in clients’ homes.

People – clients and their carers, staff, and volunteers – are at the heart of AUKH. We will continue to strive to make a positive impact on the lives of all these people.

Trustee Role Specification

The Board of Trustees is responsible for the management and administration of Age UK Hertfordshire (AUKH) in accordance with its Articles of Association, charity law, company law and any other relevant regulations.

The Board of Trustees is fundamental to the development and successful implementation of AUKH's new strategy. Trustees are expected to have a collaborative, committed and compassionate approach in overseeing the successful delivery of the charity's ambitions and plans for the future. We aim to have a Board that reflects the diversity of our community in which AUKH provides services, so we welcome applications from all age groups and backgrounds who care about the future for older people and have the relevant aptitudes to make a valuable contribution to our Board. Previous Trustee or senior level experience – although desirable - is not a pre-requisite.

Trustee Responsibilities:

- To work with other board members to define and articulate the purpose of AUKH. This includes setting and maintaining the charity's vision, mission, and values in partnership the CEO and the requirements of the brand partnership.
- To engage fully with the governance process by preparing for, attending, and actively participating in Trustees meetings.
- To act as an ambassador, and represent AUKH locally, regionally, and nationally, in collaboration with the Chair and CEO.
- To govern the charity using reasonable care and skill, taking appropriate professional advice where necessary and give enough time, thought and energy to the role.
- To ensure that AUKH always complies with its Articles of Association, charity law, company law and any other relevant legislation or regulations. In conjunction with the CEO set and maintain the charity's vision, mission, and values.
- To work with other board members, the CEO, and other members of the management team in the development of the overall strategy and ensure accountability by reviewing performance against set goals and targets.
- To identify, mitigate, monitor, and review risks from across the business.
- To ensure that the decision-making processes are informed, rigorous and timely.
- To exercise proper financial control and ensure that resources are used exclusively in pursuance of the objectives.
- To ensure all appropriate internal policies are drawn up and reviewed in a timely manner.

Essential Criteria:

- Be committed to AUKH and its objectives; be willing and able to devote the necessary time and effort to AUKH to ensure proper governance of the charity.
- Have strategic vision, good independent judgement and be open minded when seeking solutions.
- Be able to work effectively within a team and collaborate in working to a common goal.

- To respect and understand the concept of confidentiality.
- To understand diversity in all its forms and be committed to equal opportunities for all.
- To act with integrity, objectivity, and honesty – acting always in the best interest of AUKH.

Skills & Expertise:

We are seeking expertise in one or more areas listed below:

- Fundraising, income generation, strategic finance.
- Communications & social media.
- Legal.
- Governance.
- Local stakeholder relationships and an established network in the county.

Commitment: Commitment from Trustees is expected to total around one day per month during working hours, with occasional additional time required for ad hoc projects and site visits.

There are currently 6 in person Board Meetings per year, however our Articles of Association do allow for such meetings to take place remotely by video where necessary or appropriate.

Training and support:

The successful candidate will have a full induction to AUKH and the Trustee role, including an existing Trustee mentor for the first 6 months.

Location: Trustee meetings are held at Woolmer Green Hall in Knebworth. Applicants should also be willing occasionally to visit our Head Office in Hertford, or travel across Hertfordshire to undertake the role of Trustee.

Additional Information:

Confidentiality: Attention is drawn to the confidential aspects of this role and personal responsibility and liability under the Data Protection Act 2018. Matters of a confidential nature, including information relating to clients or staff, must not under any circumstances be divulged to any unauthorised person.

Health & Safety: The post holder is required to take reasonable care of their own health and safety and that of other people who may be affected by their acts or omissions at work and to ensure that statutory regulations, policies and codes of practice and departmental safety rules are adhered to.

Equality and Diversity Policy Statement: We believe that equality for all is a basic human right and actively oppose all forms of unlawful and unfair discrimination. We celebrate the diversity of society and are striving to promote and reflect that diversity within this organisation.

Appointment to this position is subject to receipt of references, and a DBS check will be required.

Applications:

Closing date for applications: 17th November 2025.

Applications to be made by email to our recruitment team (recruitment@ageukherts.org.uk) in the form of your CV plus a covering letter outlining why you wish to become an AUKH Trustee, and what you believe you will offer to the role, aligned to the role specification above.

The selection process will be in two stages involving interviews with existing Trustees, plus a meeting with the Chair of Trustees and CEO for candidates on the final shortlist. The provisional dates for interviews are between 24th and 28th November.

If you have initial enquiries or would like to discuss the role, please send an email (with your contact details) to our recruitment team (recruitment@ageukherts.org.uk).