



## **Recruitment Pack**

# **For the role: Chair of the Board of Trustees**

**Join our mission to reach, involve, support, and connect people so they can age well in Croydon.**



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## About Us

### Our history

Over 25 years ago, a steering group of interested people from the Croydon community started working together to create an information and advice service for older people in Croydon. In November 1995, our first office opened on London Road as 'Croydon Council on Ageing'.

The organisation started with two full-time staff, part time administration support and two volunteers, and progressed to opening three days a week meeting clients and taking telephone enquiries.

Later renamed 'Age Concern Croydon', in November 2009 a second office was opened in Katharine Street, central Croydon.

In July 2010 we became 'Age UK Croydon', a brand partner of the national Age UK charity.

At the end of 2010, we were approached by the board of the Thornton Heath Darby & Joan Club with a view to merging the two organisations. A formal merger took place in November 2011.

In May 2012, our London Road office was closed, and most of the services were moved to Brigstock Road, with the adjoining Scratchley Hall which runs a variety of activities and social events.

In 2016, Age UK Croydon became a founding member of the One Croydon Alliance alongside the local NHS and Croydon Council.

Now, we continue to innovate and actively develop our services to meet the needs of local older people across the London Borough of Croydon from our Brigstock Road office.

### Our Vision

Valuing ageing, improving lives, and growing communities.

### Our Mission

Our mission is to reach, involve, support and connect people so they can age well in Croydon.

## Our Values

Our core values are at the heart of how we work. They guide the decisions we make as individuals and as an organisation.

- Trust - We are honest, truthful and can be relied upon.
- Integrity - We treat everyone equally and with respect. We work with people to ensure their independence.
- Compassion – We always aim to be warm and approachable.
- Inclusion – We embrace people from all walks of life, fostering a diverse team and championing inclusivity in every aspect of our work.
- Continuous Improvement - We strive to become better everyday by listening and implementing feedback.

## Our Organisational Strategic Objectives 2023-26

1. Achieving sustained income growth focusing on unrestricted income.
2. Expanding our reach in our community, so that more people know about us and can benefit from our services.
3. Working together to deliver a holistic client journey, making every contact count.
4. Building one diverse, skilled, and empowered team.
5. Becoming the organisation of choice for funders, partners and as an employer.

## Read our latest Impact Report 2022-23

Our annual Impact Report shares our key achievements, impact over the year and our future. Download our latest report here: [www.ageuk.org.uk/bp-assets/globalassets/croydon/age-uk-impact-report-2023-.pdf](http://www.ageuk.org.uk/bp-assets/globalassets/croydon/age-uk-impact-report-2023-.pdf)

## The Role

The Trustee Chair plays a crucial role in the governance of a charitable organisation.

### **Leadership and Direction:**

The primary responsibility of the Chair is to provide leadership and direction to the Board of Trustees.

As Chair, you are responsible for enabling the Board of Trustees to fulfill its responsibilities and overall governance responsibilities and strategic direction of the organisation.

#### **1. Leading Board Meetings:**

The Chair leads meetings of the trustee board. Age UK Croydon, hold 5 in person meetings a year which includes our AGM, plus currently we have 2 committees – Governance & Nominations and Finance who meet on Teams 4 times a year plus 1 Board away day per year.

#### **2. Overall Stewardship:**

Trustees, including the Chair, have independent control over and legal responsibility for the charity's management and administration. To ensure the charity is carrying out its purposes for the public benefit and comply with the charity's governing document and the law.

The Chair's role combines overall leadership of the charity including as an ambassador and advocate, with the practical requirements of shaping, supporting, and developing a strong and committed Board of Trustees that works in partnership with the Chief Executive and Senior Leadership team, ensuring alignment with our Mission and Values.

Our current Chair, Sam, is stepping down after 5 years of service. Sam has played a key role at Age UK Croydon, with an unrelenting focus for our service users. In the coming months a succession plan is available, working alongside our current Chair to ensure a smooth transition. The Board is currently comprised of Chair, Treasurer and Chair of Finance Committee, Chair of Governance and Nominations, along with 5 Trustees.

# Chair of the Board of Trustees Role Description

**Job Title:** Chair of Trustees

**Location:** In person board meeting Brigstock Road Offices, Committee meetings – Virtual (Teams)

**Role Type:** Voluntary – expenses can be provided.

**Key skills required:** Leadership, Governance, Strategy, Fundraising

## Specific Role and Responsibilities

### Purpose of the Role:

- Overall non-executive leadership of the charity, championing its culture, vision, mission, and values.
- Work closely with all Board members to ensure effective operations, mutual value addition, and collective development.
- Collaborate with the chief executive, maintaining clarity and accountability, and building strong relations with the management team.
- Act as a compelling ambassador for the charity across various contexts, including fundraising and policy engagement.
- Ensure the charity complies with legal and regulatory requirements, following Charity Commission and other relevant guidance.

### Strategy & Performance:

- Provide leadership to the charity and Board, maximising impact for its members.
- Collaborate with the Chief Executive and management team to develop ambitious and achievable strategic goals and objectives.
- Monitor the charity's progress toward achieving strategic goals and assess the impact of its activities for members.
- Ensure the Board aligns with the strategy, providing clear strategic direction for the Charity.

- Lead recruitment and appointment processes for the chief executive when necessary.
- Be accountable to members and other stakeholders for the Board's responsibilities, including funders of the charity.
- Uphold transparency and probity, including seeking declarations of interest.

#### **Recruitment and Selection:**

- Lead efforts to recruit and select board members who align with our organisational culture.
- Promote diversity of race, thought, and generation within the board.

#### **Effective Board Leadership:**

- Chair board meetings inclusively, ensuring diverse perspectives are heard.
- Develop the knowledge and capabilities of fellow board trustees.
- Periodically review the board's performance and create growth plans.
- Address and resolve conflicts within the board.

#### **Governance and Compliance:**

- Ensure compliance with financial, legal, and regulatory requirements.
- Review and adapt governance arrangements as needed.
- Collaborate closely with the Chief Executive to plan and support meetings.
- Adhere to agreed-upon policies.
- Identify and manage risks effectively.

#### **Financial Health:**

- Fulfill duties to maintain the charity's sound financial health.
- Implement systems for financial accountability and reporting.

#### **Critical Friend Role:**

- Line manage and support the Chief Executive, agree their objectives, and review performance and progress, with one-to-one frequency of meetings.
- Ensure that the Chief Executive has access to professional development and appropriate external professional support.



- Build relationships with board colleagues and the management team to ensure a strong functioning partnership to deliver for our members.
- Maintain positive relationships with key stakeholders, facilitating change and addressing conflict if appropriate.
- Be an ambassador for the charity, representing its mission and values internally and externally.
- Ensure that there are effective internal control systems and management information systems.

### **Person Specification**

#### Skills and Experience Essential:

- Experience of Board or committee leadership of charity governance
- Knowledge of the building blocks of an effective Board and of leading and shaping a cohesive team.
- Reflective and analytical, able to think innovatively, critically, independently, and strategically, demonstrating good judgement and commitment to learning.
- Understanding and acceptance of the legal duties, responsibilities, and liabilities of Chairing a Board in the charity sector
- Good communication and leadership skills.
- Capable of constructive challenge, addressing issues with diplomacy, sensitivity, and discretion.

#### Desirable:

- Understanding of fundraising
- Understanding of procurement
- Demonstrate a healthy understanding of risk, and its benefits - be prepared to take risks when appropriate
- Entrepreneurial instincts

### **Benefits of joining Age UK Croydon as Board Chair**

- Impact local community - Witness firsthand the tangible difference in the lives of older people in Croydon, directly contributing to the improvement of the local community.
- Strategic development - Cultivate critical thinking, problem-solving, and analytical skills.
- Build professional networks – Create valuable connections with a diverse array of professionals from various organisations.
- Skill and experience enrichment - Continuously refine and expand your skill set by adapting your professional knowledge to meet the unique needs and challenges faced by older people.
- Collaborative Teamwork - Engage in collaborative teamwork where you can constructively challenge ideas and work together to serve local older people.

## How to Apply

To apply, please email [ExecutiveAssistant@AgeUKCroydon.Org.UK](mailto:ExecutiveAssistant@AgeUKCroydon.Org.UK) with your CV along with a covering letter stating why you wish to join the organisation and how your skills would add value to the board and any other relevant information.

Throughout our recruitment, hiring and induction process, we aim to make reasonable adjustments to promote accessibility. We are an equal opportunities employer committed to diversity and treat all candidates and employees with dignity and respect regardless of background, age, sex, ethnicity, or sexual orientation.

Please note, an enhanced Disclosure Barring Service (DBS) and reference check will be obtained for the chosen candidate.

### **Application closing date**

**7<sup>th</sup> June 2024**

## Contact Us

If you would like more information or to discuss this role with us, please contact Rosaleen Liard, Director HR & Governance.

We look forward to hearing from you.

Email: [ExecutiveAssistant@AgeUKCroydon.Org.UK](mailto:ExecutiveAssistant@AgeUKCroydon.Org.UK)