



# **Digital & IT Trustee Information pack**

# Welcome

Thank you for your interest in the role of Digital and IT Trustee at Age UK Islington.

We are looking to recruit to this new role on our Board of Trustees as this is an area we need to focus on to ensure we keep abreast of technological developments and adopt these to enhance our work. The Trustee will work with the Board of Trustees to advise on best practice and future opportunities for digital at Age UK Islington.

This is a genuinely exciting opportunity and provides a key strategic seat at the table, for this incredibly well respected and funded charity, at a time when the work of the charity is more needed than ever.

## Our Charity

Age UK Islington is an independent charity and part of the Age UK network.

Age UK Islington's (AUKI) mission and purpose is to promote and assist the wellbeing of people in and around Islington. The primary beneficiaries of the charity are people over 55 living in the London Borough of Islington. We provide social prescribing and care navigation support to people who are 16+, those living with long term health conditions and a specialised service for unpaid carers. Another major focus is on reducing social isolation and loneliness.

All our services are oriented towards helping people identify and solve problems before they turn into crises or become impossible to manage without intrusive and costly statutory help. An important part of our work is bridging the gap between formal services and the range of fantastic support and activities available from a range of agencies, with a focus on linking clients to wider prevention and sustaining systems and means of support. This involves deeper and wider integration into and with other services. This provides efficient and earlier connections to non-clinical services, serving to assist prevention, improve client control and provide client optimism.

We are not only a registered charity but are a company limited by guarantee. All trustees are directors of the company.

Age UK Islington (previously known as Age Concern Islington) is part of the 120 Age UK Network of charities.

Last year (April 2023 to March 2024) we supported over 5,000 Islington residents. We have a team of 46 staff and 60+ volunteers.

The staff team perform at a very high level in delivering the services for which we are funded by our commissioners – London Borough of Islington (LBI), North Central London Integrated Care Board, Islington GP Federation and North London Mental Health Trust – and our various generous donors.

## Role summary

We are seeking a Trustee with wide-ranging digital expertise and a career background ~~to~~ that enables them to bring expertise, vision and leadership in all matters digital to the Board. We see this as covering, in particular, CRM systems, social media, GDPR, digital advertising and marketing and AI.

This is an exciting opportunity for someone to champion digital, assess the opportunities and the risks that may arise and support Age UK Islington in keeping up with the rest of the charity sector.

The trustee will work with the Board of Trustees and management by maintaining an overview of the organisation's digital systems and social media presence, ensuring effectiveness, advising and guiding on requirements and best practice and providing advice, assistance and information to the staff team and trustees.

Age UK Islington contracts IT support from two external providers – one for Microsoft Office 365 and the other for Microsoft Dynamics.

## Main responsibilities

1. Provide board level leadership on the role of digital in Age UK Islington's service delivery and communications.
2. Highlight opportunities and risks of digital in terms of our strategic direction and our use of a CRM whilst enabling the Board of Trustees to make informed decisions.
3. Develop a close understanding of the key assumptions included in the organisational strategy.
4. Advise on training and development needed to ensure that staff have the necessary digital skills.
5. Champion the use of data in board discussions and its uses in driving improvement in service delivery, communications and fundraising.
6. Provide support and advice to the CEO, and other staff.
7. Access existing networks to support Age UK Islington's work.
8. Preparing and presenting reports for the Board.

## **Other**

9. Attend Board of Trustees meetings and other committee meetings as appropriate.
10. Support trustee colleagues to ensure that decisions taken at meetings are implemented effectively.
11. Attend strategy and training days that may be held periodically.
12. Sitting on recruitment, appraisal and disciplinary panels as and when required.
13. Work in partnership with the Chair, CEO and Senior Management Team to support the staff team by helping them to achieve Age UK Islington's aims and in optimising the relationship between trustees and staff.

## **Statutory duties of all trustees**

14. Ensure that the charity complies with its governing document, charity law, company law and any other relevant legislation or regulations.
15. Ensure that the charity pursues its objects as defined in its governing document.
16. Ensure the charity uses its resources exclusively in pursuance of its objects.
17. Contribute actively by giving strategic direction to the charity, setting overall policy, defining goals and setting targets and evaluating performance against agreed targets.
18. Safeguard the good name and values of the charity.
19. Ensure the effective and efficient administration and financial stability of the charity.

## **Trustee personal skills and experience**

1. A background of working in one or more of: IT provision and support; digital service development; social media; digital marketing.
2. A broad understanding of the ways in which the transition to digital delivery systems impacts on organisations.
3. Some understanding of AI and its potential and/or a willingness to learn how this could benefit a charity.
4. Ability to analyse risks and opportunities.
5. Experience of collaborative working.
6. Good communication and interpersonal skills.
7. Impartiality, fairness and the ability to respect confidences.
8. Tact and diplomacy, willingness to challenge and constructively criticise.
9. Understanding and acceptance of the legal duties, responsibilities and liabilities of trusteeship.
10. Commitment to Age UK Islington's aims and values and willingness to devote time to carry out responsibilities.
11. A willingness to be available to staff and trustees for advice on an ad hoc basis.

## Terms of office

Trustees are appointed for a three-year term of office, renewal for two further terms to a maximum of nine years.

This is a voluntary position and reasonable expenses are reimbursed.

## Time commitment

### Board of Trustees

Attending six Board meetings annually which take place at 6.30pm on Monday evenings in person at Manor Gardens.

In addition, trustees need to ensure reading time for the papers sent before each meeting.

You may, from time to time, attend strategy and training days and awaydays and offer ad hoc and occasional support through working groups and/or support to the executive team.

### Committee membership

Age UK Islington currently has three sub-committees of the Board which meet four to six a year, generally on Monday evenings. All trustees serve on one or more of these committees. Ad hoc and occasional support through working groups and/or support to the executive team may be required.

### Please note the following key information before you apply:

You must be at least 18 years old.

You must be properly appointed following the procedures, requirements and restrictions in Age UK Islington's governing documents (Articles of Association and Memorandum of Association).

The role of a trustee is voluntary and is not accompanied by any financial remuneration.

You must not act as a Trustee if you are disqualified under the Charities Act including if you have an unspent conviction for an offence involving dishonesty or deception (such as fraud), are bankrupt or have entered into a formal arrangement with a creditor (e.g. an individual voluntary arrangement) or have been removed as a company director or charity trustee because of wrongdoing.

## How to apply

For an informal, no-obligation discussion about this role please contact Howard Sharman at [chair@ageukislington.org.uk](mailto:chair@ageukislington.org.uk)

To apply please submit your CV with a covering letter setting out your suitability for the role to Howard Sharman at [chair@ageukislington.org.uk](mailto:chair@ageukislington.org.uk)

**Following an initial discussion with one of our trustees, you may be invited to attend a Board meeting and interview panel.**