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| **Role Description** |

**Post title: Chair of Trustees**

This is a voluntary role

**Location:** Elmwood Centre, 277 London Road, Mitcham, CR4 3NT (mostly remote working)

**Hours:** 10 hours per month

**Term:** Maximum 6 years

**Reports to:** Age UK Merton Board of Trustees

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| **Role Description** |

The Chair of Age UK Merton has a strategic role to play in representing the vision and purpose of the organisation

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| **Key role relationships** |

**External**: To maintain and develop good relationships with Service users, stakeholders, the local authorities with which we work, partners, Age UK, other agencies relevant to the work of the Board.

Representing Age UK Merton

* To act as an ambassador and representative for the organisation, upholding the reputation of Age UK Merton and its values and objectives.
* To network and promote the achievement, purposes and benefits of Age UK Merton
* To apply personal expertise with regard to both the business and social aspects of the organisation.
* To be familiar and keep up to date with sector issues
* To act as a role model for good governance practices and behaviours.

**Internal**: To maintain good relationships with others members of the Board, the Chief Executive and other key members of senior staff.

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| **Key Responsibilities** |

1. **Leading the organisation and the Board**

* To play an active leadership role in developing, approving and ensuring implementation of Age UK Merton’s values, strategies, objectives and policies.

**2.Good Governance**

To oversee governance of the organisation, ensuring:

* Compliance with Age UK Merton’s ’s financial regulations, delegated authorities and the regulatory frameworks;
* Plans the annual cycle of meetings
* Ensures the Board and sub-committees are comprised of suitably skilled and experienced members who understand their roles and responsibilities;
* That Board members make effective contributions and work as a team;
* That critical issues are discussed by the Board in a timely manner with appropriate information available;
* To bring impartiality and address conflict within the board
* That the Board receives professional advice when it is needed, either from its senior staff or from external sources.

In consultation with other non-executive Board members ensure:

* That the Board makes proper arrangement to appraise the performance of the Chief Executive and to determine the remuneration of the Chief Executive;
* That when necessary, that the Chief Executive is replaced in a timely and orderly fashion;
* That the Board makes proper and appropriate arrangements for its own appraisal and that of Board members, including the Chair’s own appraisal, and for implementing a succession plan for Board membership;
* That the Board keep under review and appraise the operation and effectiveness of the Board and Committee Structures and if necessary, bring to the Board proposals for change;
* That satisfactory arrangements are made to identify and appoint the next Chair of the Board;
* Work in consultation with Chief Executive and delegated Board members to recruit Board Members;
* Have a process that minimises the potential for conflicts of interest.

**3.Performance Management**

To oversee the performance of the Board, ensuring:

* That the Board’s business is conducted efficiently and effectively through a framework of delegation and systems of internal control including monitoring performance towards the three year and annual business plans; the budget and key performance indicators;
* Implementation of frameworks for effective financial control and identification and management of risk; and Delegation of authority to enable the business of the organisation to be carried out effectively between meetings of the Board.

**4. Chairing meetings**

* To Chair Board meetings, participating in other committees, panels as required:
* Ensuring that agendas are agreed for Board meetings in consultation with the Chief Executive and/or other senior staff to whom this task has been delegated;
* Ensuring that all members are given the opportunity to express their views before any important decisions are taken, and that appropriate standards of behaviour are maintained in line with the agreed code of conduct; and
* Undertaking the lead on specific functions as approved by the Board, including Chair’s action.
* The Vice Chair acts for the Chair when the Chair is not available and undertakes assignments at the request of the Chair

**5.Maintaining good relationships with staff**

* To build and maintain effective and constructive working relationships with the Chief Executive and other senior staff
* To line manage the Chief Executive, providing advice, support and challenge as required.

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| **Person Specification** |

The Chair of the Board must be able to demonstrate the skills, abilities and personal qualities of those required of a Board Member but must also:

* Have the ability to lead and inspire the Board and officers, building confidence in the governance arrangements;
* Actively role models the professional conduct expected of the Board Chair;
* Excellent communication and interpersonal skills, being able to liaise effectively with a wide range of stakeholders and audiences;
* Strategic vision, being able to analyse complex information, demonstrate clear analytical intellect and guide rational decision making;
* Ability to lead the organisation through periods of change;
* Proactively demonstrates strong commitment to equality and diversity;
* Ensures own performance meets the requirements of the role of the Chair and is open to appraisal, learning and personal development;
* Supports the values and objectives of Age UK Merton and promotes equality and diversity in the design and delivery of our purpose
* Experience of organisational and people management
* Impartiality, fairness and the ability to respect confidences
* Tact and diplomacy

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Has the time and commitment effectively to discharge the responsibilities of the post of Chair

Time commitment – 10 hours a month

The Age UK Competency Framework

Age UK has 5 core competencies. These have been developed to shape our culture through the way we work. These are:

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| **Achieving Results -** Anticipates and seeks to solve problems. Understands processes and procedures. Takes responsibility for own work and personal development. Being accurate and achieving quality results**.** | **Effective Communication -** Actively listens and adapts message and communication style to appeal to the interest and level of audience. Questions and challenges information in a tactful, diplomatic and sensitive manner. |
| **Championing Age UK -** Fully understands Age UK and know your role within the charity. Understand the challenges of people in later life and promoting Age UK products and services. Be willing to share success and be a credible ambassador for Age UK. | **Focusing on The Customer -** Ability to identify customers in and out of Age UK and build positive relationships. Listens and acts on customer feedback and strive to provide a positive customer experience. Builds trusting and professional relationships with a diverse customer base and seeks to exceed customer expectation. |
| **Change & Innovation -** Generates and shares new ideas and finds creative solutions to current and future work issues. Embraces new change initiatives and adapts to new ways of working. Challenges existing ways of working and considers pros and cons of new ideas and choice of best option. | **Please note that as part of our recruitment process you may be asked competency-based questions in your interview.** |