



Trustees

Candidate Information Pack

Welcome from the Chair

Dear Candidate

I am delighted that you are interested in the role of Trustee at Age UK Sutton. I hope that you find the information in this pack helps you learn more about our organisation, and about what we are looking for in a new member of our Board.

Our vision is that every older person in Sutton lives well, feeling connected and valued, with the confidence and support they need to thrive. We have a highly effective Board made up of experienced individuals from diverse fields and backgrounds. Our leadership and staff team are skilled, cohesive and dedicated; passionate about ensuring that older people's voices are heard, and shape the design of our high-quality and needs-driven services.

We have seen unprecedented changes over the past few years, with a turbulent external context and increasing demand for services, as older people face a range of challenges, including social isolation, poverty and digital exclusion. It has been a challenging time for the charity sector, with long term financial sustainability an increasingly difficult prospect. In this context, we are fortunate to be exploring some exciting opportunities to support our future sustainability, enabling us to support more people in the borough to live fuller lives.

We are now seeking new Trustees to join our board and help us navigate these challenges, maximise our opportunities, and ensure we maintain good governance during a period of organisational change. The ideal candidates will have some knowledge of the charity sector, experience of working at a senior level, the ability to work effectively as part of a diverse team, and above all an interest in supporting older people to lead fulfilling lives. To complement our current board members and allow for succession planning, we are seeking trustees who have a commercial background, an accountancy qualification, skills in digital and data, and / or knowledge of the health and care system or fundraising.

We provide induction and mentoring for successful candidates, and our Trustees are supported by their fellow board members and well as by our highly experienced senior leadership team. The experience of being a trustee and the personal development that this can provide, is incredibly rewarding - as well as very enjoyable! You will be working with a great team, making a difference to people's lives.

If the prospect of becoming a trustee with us excites you, and you bring the skills, experience and attributes that we need, we would love to hear from you.

Zoe Lelliott, Age UK Sutton Chair



About Age UK Sutton

Age UK Sutton is an independent, local charity with a turnover of around £1.3million. We are a brand partner of Age UK, and benefit from a network of similar small and medium sized independent charities across the UK, whilst being able to maintain a focus on local issues in the London Borough of Sutton.

Age UK Sutton is dedicated to helping older people in our community to live well in later life. We provide vital information, expert advice and practical support to enable informed decisions on finances, health and care. As the trusted local experts in ageing well, we combine national knowledge with deep local insight and understanding to deliver accredited, high-quality services that make a real difference. From helping people prepare for later life to supporting those living it, we're here to ensure that later life in Sutton is lived well.

What we do

The charity is a Network Partner of Age UK, and as such benefits from membership of a network of similar independent charities across the UK, whilst being able to maintain a focus on local issues in the London Borough of Sutton. We deliver a mixture of social and community activities and commissioned services and are involved at a strategic level, influencing policy and provision for older people in Sutton. We work with a wide range of other local charities, community groups, and statutory bodies e.g. the NHS and Council.

We are a small charity with around 35 staff, and a cohort of over 40 further workers delivering variable hours in our 'Help at Home' support service. The charity also has around 70 volunteers in a growing team.

Age UK Sutton enjoys an open and participative working environment, supporting staff and volunteers in order that they can develop personally and professionally and acquire new skills. We are a flexible employer and pride ourselves on being a family and carer-friendly workplace.

Our Impact

[Please see our latest Impact Report here](#)



Our Vision, Mission & Values

Vision

A Sutton where every older person lives well, feeling connected and valued with the confidence and support they need to thrive.

Mission

As Sutton's trusted experts in ageing well, our mission is to ensure that later life is lived with dignity, purpose, and independence. We combine national expertise with deep local knowledge to deliver accessible, high-quality services; from expert advice and support in the community, to specialist dementia care, and practical help at home. We champion positive ageing, promote mental well-being, and advocate for change where needed. Our work helps older adults in Sutton to experience later life with confidence by staying connected, healthy and financially secure.

Values

Our values live at the heart of Age UK Sutton, forming part of our culture, shaping who we are as an organisation, and how we work as staff and volunteers of Age UK Sutton.

We are compassionate: This is the care we have for older people, each other, and the community. It is the kindness and understanding we have for ourselves and for one another that guides how we work.

We are generous: This is the willing way we share our time, skills, knowledge and experience, and the way we support each other as we work to make Sutton a more age-friendly place.

We are honest: This is the transparency we practice as an organisation, and the openness we have with one another. It is the truth we speak about issues that matter to us as individuals and as an organisation, even when it is challenging.

We are resourceful: This represents the creative, proactive way we work. We take the initiative, we seize opportunities, and we make the most of our funds, skills, knowledge, and experience to achieve our organisational and personal goals.

We are respectful: This is the consideration we have for one another as individuals with our own beliefs, culture, values, and feelings. It is understanding this wealth of diversity, to create a space of acceptance where people can be themselves.

We are united: This is our understanding that we are united by a common purpose, and how we pull together in the same direction and how we collaborate with others, nurturing connections to bring people together in making Sutton an age-friendly place for all.

We are local: As an independent local charity, our strength lies in our deep connection to the community we serve. Unlike larger, national organisations, we are rooted in local knowledge, relationships, and trust. We understand the unique challenges faced by people in our area because we live and work alongside them. This closeness enables us to respond quickly and flexibly to emerging needs, tailoring our support to what will have the greatest impact. Being local also means that every pound raised stays within the community, directly benefiting those who need it most.

Strategic Objectives 2025-28

We will:

- Deliver services that meet the needs of our beneficiaries, building on what we do well, and innovating where possible. We aim to improve the health and wellbeing of people in later life in Sutton, and support those who are struggling or who may be vulnerable, to access the support they need
- Have achieved longer term financial security, enabling us to achieve a consistently balanced budget
- Be well known and respected by residents and or partners in Sutton, in order that we can inform, educate and change - making a tangible and positive impact on later life



Our commitment to diversity

Age UK Sutton celebrates the diverse cultures, communities and environments that make up our society and the multitude of dimensions that characterise our diversity. We recognise that certain groups may face discrimination on the grounds of age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation and other unjustified reasons.

We believe that a strong, independent voluntary and community sector is crucial to helping people and communities to tackle disadvantage and discrimination. As a leading organisation within the third sector in Sutton we recognise that we have a key role to play in upholding equality and diversity.

Age UK Sutton is committed to the principle of equity of opportunity for all of its service users, staff, volunteers and trustees and to implementing non-discriminatory practices. You can read more about Age UK Sutton's commitments in our [Equity and Diversity Policy](#).

Recruiting Trustees

In recent years, Age UK Sutton has undergone considerable change, both in leadership and in our service portfolio and offer. At present, we are fortunate to be exploring exciting new developments which could significantly grow our organisation, allowing us to develop a more ambitious vision. Our board of trustees will need to step up to this challenge – setting a clear strategic direction, enabling us to maximise the benefits to the charity and its recipients of these developments, whilst also ensuring appropriate oversight, risk management and strong governance, and a financially sustainable future.

The Board of Age UK Sutton comprises eight Trustees including the Chair. We are looking to recruit new trustees as part of our succession planning, providing an opportunity for new people with a desire to support a vibrant, ambitious charity to join this highly effective Board. We are particularly keen to hear from prospective Trustees who have expertise and knowledge in data and digital, who have commercial acumen or an accountancy qualification, or who have an understanding of the health and care sector, in order to complement the broad skill base of the current Board members.

The time commitment will be on average 12 -14 days per year, including attending four Board meetings and eight committee meetings (majority on-line), time to read documents, and joining occasional ad hoc discussions or working groups, outside of the Board meeting programme.

Trustees also have the opportunity to occasionally attend other Age UK Sutton events including all-staff meetings, special events, and fundraising activities. This is optional but encouraged as it supports connection and insight for Trustees and staff.

Age UK Sutton is committed to enabling everyone, including Trustees, to participate and engage fully in the role they hold. As such, we make accommodations where possible to fit around work and other commitments. Candidates should note that currently Board meetings are held during office hours.



Being a Board Member: What's involved

Every not-for-profit organisation has a Board; a group of volunteers who ensure that the organisation is effective in carrying out the purpose for which it was set up. Board members have responsibility for overseeing the work of Age UK Sutton, ensuring it is financially stable, well-run, and fulfilling its 'objects', as set out in its Articles at Companies House.

Boards govern effectively by:

- Focusing on their governance responsibilities
- Being clear about the role of the Board vs the role of the Executives - and fostering good relationships between both
- Ensuring the Board itself operates effectively

As an Age UK Sutton Board member, you'll be an ambassador for the organisation and its work. You'll share our vision to help the most disadvantaged in the local community.

What we can offer you

Becoming a Board member is a rewarding and fascinating way to engage in the not-for-profit sector. It's a role which will give back just as much as you put in and often much, much more. A Board role will reward the ambitious with a wealth of personal and professional skills which are valuable for both work and personal life. It will empower you with a new sense of contribution in the pursuit of a wider purpose.

Contributing to a great cause

There is no doubt that being a Board member in a not-for-profit organisation is one of the most impactful ways in which you can contribute to a cause you really care about. As an Age UK Sutton Board member, you will have an opportunity to have a real impact on our work supporting and enabling people in later life (55+) across the London Borough of Sutton to get the help they need, live the life they want, and do the things they choose.

Strategic experience

Strategic experience can be hard to come by. It can often take decades to find yourself in a role which requires strategic oversight. A not-for-profit Board role is a fantastic way of getting a head start on this, at once giving you the opportunity to develop and hone your critical thinking, problem-solving and analytical skills as well as developing vital strategic abilities and team working skills. The strategic experience which can be gained through a Board role can have an immediate and powerful impact upon your career, opening doors to new responsibilities and more senior job prospects. Equally for those who have already had some strategic responsibilities, a not-for-profit Board role provides an opportunity to utilise those skills, and develop new ones, in a different context.

Being a Board Member: What's involved

Continued personal development

Joining a Board can be a rewarding experience, not least because it allows you to adapt and apply your experience to date into a new context. Through a not-for-profit Board role you can gain a clearer understanding of your own professional strengths and weaknesses, whilst simultaneously learning new skills. This can give confidence in existing abilities, whilst challenging you to push the boundaries of your expertise.

Teamworking

As a Board member at Age UK Sutton, you are part of a great team and will have the opportunity to apply your unique skills and experience, while also learning from others. Working closely with a passionate team of people who have different perspectives and backgrounds is often one of the most enjoyable aspects of the role. The ability to collaborate effectively with others and to challenge constructively and respectfully the ideas of fellow Board members as well as those of the Senior Management Team, is essential to ensuring the Board's strategic decisions are fully informed, considered and effective. Negotiating, empathising, listening and clearly communicating ideas and concerns are key factors in this process and often help to set the tone and culture of Board meetings.



Role description: Trustee

Location: Sutton, South West London (and online meetings)

Time Commitment:

- Quarterly Board meetings, three-hour Board meetings held virtually on Teams (twice a year), and alternately face-to-face meetings
- Quarterly Committee meetings (2-3 hours): Fundraising and Enterprise and / or Quality and / or Finance, Risk and Audit (most trustees are expected to attend 2 of the 3 standing subcommittees)
- Trustees with the capacity to do so also have the opportunity to support occasional projects or short-term working groups, supporting the CEO and wider leadership team.

Duration: A 3-year term (may be extended for two further 3-year terms)

Remuneration: Unpaid; expenses covered in line with policy

Overview:

Age UK Sutton is a registered charity and a company limited by guarantee. The Board are the Trustees and Directors of the Charity. The Trustees are responsible for the overall governance and strategic direction of the Charity, in accordance with the terms of its constitution, legal and regulatory requirements (Charity Commission) and best practice.

General Trustee Duties:

- To lead collectively, and ensure that the vision and purpose of the Charity is achieved
- To ensure that the Charity complies with legal and regulatory requirements and acts in accordance with the terms of its constitution
- To act in the best interests of the Charity at all times and to the benefit of present and future beneficiaries of the Charity
- To protect and preserve the ethos of the Charity
- To ensure the solvent and efficient running of the Charity through the monitoring and control of its finance and administrative systems and investment policy
- To manage the strategic direction of the Charity
- To protect the property, reputation and resources of the Charity through ongoing identification, monitoring and management of risks to the Charity and its assets
- To appoint and give support to the Chief Executive of the Charity
- To agree the annual business plan and set objectives for the CEO and the team

Person specification

The person specification sets out the qualities, skills and experience needed to fill the Trustee role. All Trustees need certain qualities such as integrity and commitment. However, it is not expected that every Trustee will have the full range of skills and experience ideally required by the Board as a whole.

Age UK Sutton Trustees will have:

- A commitment to being an effective and responsible advocate for the organisation
- A commitment to attending and actively participating in all Board and committee meetings as set out above
- An understanding of the importance of effective governance of voluntary sector organisations, including the respective roles and responsibilities of the Chair, the Board and the Chief Executive
- An understanding of the social and political environment within which Age UK Sutton operates
- The ability to think strategically and understand the importance and impact of Age UK Sutton
- An understanding of the demands inherent in Age UK Sutton's role as both being an advocate as well as a provider for older people in the community
- The ability to work effectively as a team member, to challenge constructively and respectfully, and demonstrating a willingness to learn and develop
- An understanding of the challenges facing organisations such as Age UK Sutton in delivering high standard services within limited budgets
- An ability to adapt and apply your own skills, knowledge and experience - and bring these to your trustee role, as appropriate and relevant

Desirable:

- Experience of working within, or in close partnership with a charitable organisation
- A sound understanding of social disadvantage including homelessness, poverty, unemployment, social exclusion, and health inequalities
- Understanding of the role played by volunteers in a charity's operations
- An understanding of the financial and funding environment in which charitable organisations operate

How to apply

Application for the role of Trustee is by submitting a CV and a cover letter to Charlotte Growsns at charlotte.growsns@ageuksutton.org.uk

The covering letter should set out the following (in no more than 2 pages):

- Why are you interested in a trustee role at Age UK Sutton?
- How you would contribute to Age UK Sutton as a trustee?

Please highlight all relevant experience, and demonstrate how your skills match the specific requirements of the role as set out in the Person Specification.

Please note that we will focus on your demonstrable experience and potential in the above areas and do not expect candidates to have experience in all responsibilities outlined in the Job Description.

If you would like a the opportunity to discuss the role in more detail, please contact Charlotte Growsns to arrange a discussion with Zoe Lelliott, Chair.

The closing date for applications is Wednesday 1st April, and interviews are likely to take place in the week commencing 13th April.

Age UK Sutton is fully committed to equality of opportunity and diversity to ensure that we reflect the full breadth of the community that we aim to support. We warmly welcome applications from all suitably qualified candidates.