



## New Board members: July 2023

We are looking for three new Board members to help develop and oversee our current strategic plan as we navigate a challenging external environment. Whilst these roles are voluntary positions, you'll have the satisfaction of joining a dynamic organisation, passionate about making a lasting difference to lives and communities. We want people who share our vision and values.

We welcome applications from people with a wide range of skills, as well as lived experience of any of the issues our clients face, and we are particularly seeking people with these broad skill sets at this time:

- Social housing: in particular, senior strategic and operational experience, knowledge of being a registered social landlord including relevant legislation and benefits
- Marketing: in particular experience in increasing audience awareness and engagement using digital marketing
- HR: senior strategic experience in HR, including workforce development, recruitment and retention. Current knowledge and experience of EDI would be an advantage.

We are committed to ensuring that our Board remains diverse and reflects our workforce and the communities we serve, so we are keen to find candidates from a broad range of diverse backgrounds. We want to bring in experienced Board members as well as people without previous Board experience who understand governance and the board's role. A full induction and training programme will be provided, including being buddied up with an existing trustee depending on your areas of interest and learning.



## Who we are

Anglia Care Trust (ACT) is a multi-service charity that gives people the stability, support and challenge they need to enable them to realise their full potential.

## Our work

ACT has been operating for over 50 years across Suffolk and the surrounding areas. Originally providing supported housing for offenders upon their release from prison, our services have expanded to help an increasing number of vulnerable people within our community.

Initially, we provided supported housing and helped people back into education and employment. Over time, we have expanded our services to help vulnerable people in the community in many different ways. We now have over 120 staff and more than 275 volunteers who are an essential part of our workforce as many of our services could not run without our volunteers. We operate across Suffolk, Norfolk, Cambridgeshire and Essex and are governed by an amazing board of Trustees who also voluntarily give their time.

Essentially, our services fall into four main categories:

- Helping people to keep a roof over their heads
- Helping people to stay safe
- Helping people to be heard
- Helping people with their health and wellbeing

## Our vision, mission and values

We're in year two of our new strategy taking us to 2027 and, following a consultation with our stakeholders including service users, staff, volunteers and commissioners, the Board agreed the following:

### **Our vision**

Everyone has the opportunity to live in their community with support, dignity and purpose.



## **Our mission**

We exist to encourage people to achieve their full potential, whatever their circumstances, by providing a range of high-quality advice, guidance and support services, delivered by skilled and knowledgeable personnel.

We believe our values are of paramount importance and key to delivering our objectives.

## **Our values**

Always act with integrity, honesty, trust and respect

Empower individuals, families and neighbourhoods

Embed strong governance, financial prudence, Safeguarding good practice and equality, diversity and inclusion into everything we do

Use our expertise to influence positive change within everything in which we're involved

Continuously review and improve our contribution to society & therefore increase public benefit

## **What we do**

We know that many of our clients are vulnerable and often have many issues to contend with. We provide a wide range of services that people are able to access in a joined-up way across our organisation because it's important to us that people only have to tell us their story once. Our services cover housing, advice and guidance, community safety, and health and support.

We provide a broad range of housing services and have over 280 accommodation units, from self-contained flats to a variety of shared houses across Suffolk and Essex. In the last three years, we're proud to have grown our bed spaces from 146 to 284 and we plan to continue increasing this provision.

We're proud of our advice and guidance services, which ensure that people are listened to, and their needs are heard and met. We give advice on money issues including debt and welfare and are regulated by the FCA to provide a broad range of support. We have mentors who help people with financial issues and give extra support to young people who may need it, as well as also providing Appropriate Adults for young people and vulnerable adults who need particular support whilst in custody.

Safety in the community is important to us and we offer services to help people feel safe, such as our Domestic Abuse Outreach Service. Likewise, we offer a range of services to help support people with their health and wellbeing and in the last three years, we have supported 1,881 people with our Drug and Alcohol Recovery Outreach Service.

We know that there is so much more for us to do and we'd welcome your energy, enthusiasm and commitment to help drive our work forward in the coming years.

## Our Board

We are a friendly, energetic and committed Board and we welcome people wanting to contribute, to be critical friends as well as being willing and able to ask pertinent questions and share in our learning as we seek to grow and provide the best services possible.

We meet six or seven times a year in Martlesham at 5.30 pm and the meetings last about two hours. They are held in person although it's your contribution that's most important and trustees may attend meetings via Teams if easier. Each of the sub-committees meets at 4.00 pm via teams four times a year and meetings last about an hour.

We additionally expect Board members to visit our services and ensure that the Board has visibility for staff and customers.

Trustees are expected to commit for at least three years.



# What we can offer you

You will be joining an engaged and committed team. Becoming a Board member is a fantastic and fascinating way to engage in the charitable sector. It's a role which will give back just as much as you put in and often much, much more. Though sometimes challenging, a Board role will reward the adventurous and ambitious with a wealth of personal and professional skills that are valuable for both work and personal life whilst empowering you with a new sense of contribution in pursuing a wider purpose.

## **Contributing to a great cause**

There is no doubt that being a Board member is one of the most powerful ways in which you can contribute to your local community or to a cause you really care about. As a Board member at ACT, you will play an integral part in good governance, ensuring the organisation remains viable and sustainable and that it adheres closely to its mission and works in the interests of its beneficiaries.

## **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 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 sensibilities and team working skills.

Equally, for those who have already had some strategic responsibilities, a Board role provides an opportunity to use those skills in a significantly different context.

## **Continued personal development**

Joining a Board can be a very interesting experience because it allows you to adapt and apply everything you have learnt to date into a new context. Through a Board role, you can gain a clearer idea of your professional strengths and weaknesses while learning new skills. Understanding how to adapt your professional knowledge to useful and impactful ends is a good reminder of your own versatility, giving you confidence in your existing abilities whilst challenging you to push the boundaries of your expertise.



## Teamworking

As a member of our Board you are an essential part of our team and will have the opportunity to apply your unique skills and experience while learning from others. Working closely with a passionate team of people who have different perspectives is often one of the most enjoyable aspects of the role. You will use your ability to collaborate effectively with others. You will also use your ability to constructively challenge the ideas of fellow Board members as well as those of the senior executive team. This is essential to scrutinise and test the Board's strategic decisions before being implemented. Negotiating, empathising, listening and clearly communicating ideas and concerns are huge factors in this process and often help to set the tone and culture of Board meetings.



# Role description: Board member

## Role summary

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The ACT Board is crucial to the successful running of the organisation. The Board, in partnership with the senior executive team, ensures that ACT operates effectively, setting its strategic vision and delivering its Business Plan. The Board is responsible for upholding and demonstrating excellence in governance and ensuring that the organisation works within the parameters laid down by its Articles of Association and all regulatory requirements.

## Main responsibilities

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### **Leadership, governance and strategy**

- To review and approve the strategic Business Plan, annual plans and budgets.
- To contribute to the effective leadership and governance of the organisation.
- To contribute to ensuring that the affairs of ACT are carried out effectively and in compliance with its Articles of Association, the Charities Act, the Companies Act and all regulatory bodies.
- To contribute to ensuring that effective internal controls are in place and to ensure compliance with internal financial regulations, standing orders and delegated authorities.
- To monitor all aspects of performance to ensure services are delivered to the highest standards and in line with ACT's vision and values.

### **Attending meetings**

- To attend Board meetings, including Away Days or similar, and contribute effectively in accordance with guidelines set by the Chair.
- To maintain confidentiality and be aware of any possible conflicts of interest, declaring same in advance.
- To prepare for meetings in advance to enable a full contribution and appropriate decision-making.
- To carry out specific functions as delegated by the Chair, including attending sub-committees on a regular or ad hoc basis.
- To attend an annual appraisal meeting with the Chair.



## Internal relationship management

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- In conjunction with any Remuneration Committee, to help determine executive remuneration and deal appropriately with succession planning and recruitment.
- To assist with hearing any appeals as required under HR, complaints and other internal procedures.

## External relationship management

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- To represent and promote ACT in the wider community, acting as an ambassador for the organisation.
- To network and promote the work, achievements and future plans of the organisation.
- To be an excellent role model exhibiting good governance practices and behaviours.

## Person specification

### Core competencies

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- Able to contribute effectively to the work of the Board, providing appropriate strategic oversight and scrutiny of the organisation's work.
- Strong communication and interpersonal skills, able to liaise effectively with a wide range of stakeholders and audiences.
- Strategic thinking, able to analyse complex information, demonstrate clear analytical intellect and guide rational decision-making.
- Ability to proactively support the values of ACT.

### Knowledge and experience

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- Governance experience or knowledge of good governance practice.
- A strong track record in a relevant sector as outlined above, with empathy for our core client group.
- Track record in, or understanding of, differentiation between strategic governance and operational.

## Skills and abilities

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- Skilled at working together to generate a strong team spirit, able to work collaboratively, achieving consensus in decision making and seeing the bigger picture.
- Ability to question intelligently, debate constructively, challenge rigorously and decide dispassionately on all matters presented to the Board.
- Able to assess risk and promote risk awareness without being risk averse or needing to be overly involved in the detail.

## Personal behaviour and style

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- Actively role models the professional conduct expected of a Board member.
- Passionate about service improvements; strongly champions the right of ACT's clients to have influence and access to excellent services.
- Enabling and supportive management style that motivates the executive and other staff and Board colleagues to deliver the best.
- Relevant confidence and empathy to act as a critical friend. Ability to "read the room".
- Has the time and commitment to effectively discharge the responsibilities of the role: based in East Anglia; and able to attend all meetings as required.

### **Statement on diversity**

We are looking for people who can be ACT advocates and will be committed to our mission and approach. Our approach to diversity supports everything else we are committed to do and we expect all our Board members to demonstrate a personal commitment to equality and diversity, social justice and inclusion. We are looking to increase the diversity of our Board as our Board needs to be as diverse as our colleagues and clients. We also know that people from different backgrounds bring perspectives and skills that create fresh ideas, thinking and approaches, making the way work is undertaken more effective and efficient.

## How to apply

Eastside People is supporting ACT in the recruitment of these roles. Please click [here](#) to apply by submitting your CV and a cover letter which should indicate why you are interested in applying for this role and how you meet the selection criteria.

If you would like a call to discuss the role in more detail, please email Lucinda Shaw, [lucinda@eastsidepeople.org](mailto:lucinda@eastsidepeople.org) to arrange a convenient time. Having a call of this kind will not influence the success or otherwise of your application.

**The closing date for applications is Thursday 7 September** and longlisting interviews, held by Eastside People, will take place the following week. Interviews with ACT for shortlisted candidates will be held week beginning 18 September and successful candidates will be asked to attend a board meeting on 25 September as the final part of the recruitment process.

We want you to have every opportunity to demonstrate your skills, ability, and potential; please contact us if you require any assistance or adjustment so that we can help make the application process work for you.





# Eastside People

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