



TRUSTEE RECRUITMENT

Candidate Information Pack

December 2023

About us

NOAH helps people experiencing homelessness, extreme poverty, and other disadvantages to make positive changes in their lives. We provide care and advice services, employment and well-being workshops, and opportunities for employment. We are truly driven by our values of Care, Compassion, and Commitment, which have their roots in Saint Vincent de Paul, whose life was the inspiration behind the founding of NOAH.

During our 36-year history, we have earned a reputation across Bedfordshire for effectively supporting those who are street homeless, especially EU migrants, and for helping people with very little confidence to get into work. We work with people who are not supported by mainstream support services, and we work effectively with these people by earning their trust. Our incredible team of staff and volunteers not only all manifest NOAH's values, but many have lived experience of the issues our beneficiaries face.

There is much more for NOAH to do, and our 2021-26 strategy seeks to build on our strengths and respond to the need. We have a broad remit, an ambitious plan, and a talented and committed trustee and staff team. We are now seeking a further two trustees to bring new skills, experience and perspectives to our Board to ensure it better represents the communities we serve and enhances the delivery of our business objectives.



Our impact

NOAH has an annual income of c.£2.5m and employs 50 staff. Our income sources are fairly diverse including donations, grants, and trading income, but most of our income is generated by our statutory training and employment commissions and welfare contracts. The trustees maintain prudent levels of reserves.

At NOAH we support people in changing their lives. We supported 2,514 individuals this year - with 623 people moving into more stable housing, 1,200 people receiving training or advice, and 96 people securing employment. 53% of those we supported were non-UK nationals.

The positive changes that NOAH makes can be summarised into five key outcomes:

Improved resilience, choice, and control

- Training courses for people who are out of work or who lack confidence
- Housing, benefits, and immigration advice services

Improved housing

- Housing First service for people who have returned to the streets repeatedly
- Transitional housing service for people with restricted eligibility for public funds
- Rough sleeping and street drinking outreach services
- Support to sustain tenancies
- Emergency accommodation

Improved wellbeing

- Access to mental or physical health support, and addiction services
- Providing food, clothing, and other essential items
- Activity groups and befriending

Obtaining employment

- Working Solutions service encompassing careers advice, job search and interview preparation

Greater awareness of what our clients experience and need

- Amplifying the voice of our clients to decision-makers and the wider community

Recruiting trustees

We are looking for two motivated individuals to join NOAH's committed and friendly board as we work together to embrace forthcoming opportunities and tackle challenges. We're keen to welcome people with new skills and experience that we don't currently have on the board so as to strengthen our work including our strategic planning and delivery. We are also particularly keen to improve the balance of diversity and perspective on our board and are seeking two women, at least one of whom is from an ethnic minority background, with the skill areas/knowledge set out below. Our Board is currently made up of six white men and one non white woman, who each make a valuable contribution, but this focus on who else we want to be on our Board going forward is particularly important to us at this time.

Social care

We work with vulnerable adults who have often faced a multitude of life-altering experiences, turmoil and violence and who need considerable support to build a safe and positive life. We recognise that it's vital that this support is trauma-informed and would welcome someone with a senior social care background, perhaps including safeguarding, to help us ensure our service provision meets these complex needs in the most effective and healing way possible.

Retail

We are keen to grow the net income we receive from our retail activities, which we foresee becoming an essential component of our varied revenue streams. We currently have four shops and plan to increase this to at least seven by 2026, so we would welcome someone with a commercial mindset and strong retail background to support us as we deliver this growth as part of our income generation strategy.



Being a trustee

Firstly, what is a board? Almost all constituted organisations have a body overseeing their operations and finances. These boards have overall responsibility for the organisation, guiding the strategy and managing risk. They provide governance to ensure the organisation meets all relevant legal and regulatory requirements. Increasingly boards also address culture and quality of operations. Charity Boards are made up of volunteer trustees and are there to advise and steer, but don't do the actual work of running the organisation, which is the responsibility of the executive team led by the CEO.

Becoming a Board member is an interesting and compelling way to engage with the charitable sector. It is a role that will give back as much as you put in, and often much more. Though often challenging, a Board role will reward you with a wealth of personal and professional skills which are valuable for both work and personal life, while empowering you with a sense of contribution in the pursuit of a wider purpose.

Contributing to a great cause

Being a Board member is a powerful way to contribute to a community or a cause you really care about. As a Board member at NOAH, you will play an integral part in good governance, not only ensuring the organisation remains viable and sustainable but that it adheres closely to its mission and works in the interests of all its stakeholders.

Continued personal development

Joining a Board can be an absorbing experience, not least because it allows you to adapt and apply your skills, knowledge and experience in an entirely new setting. Even for people with previous board experience, a Trustee role can give you a clearer idea of your own professional strengths and weaknesses while simultaneously 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.



Strategic experience

People who have already had some strategic responsibilities will find that a Board role provides a great opportunity to use those skills in a significantly different context. For those with the interest and ability but less experience, a Trustee role provides the opportunity to develop and hone your critical thinking, problem-solving, and analytical skills as well as developing vital strategic sensibilities.

Teamworking

As a member of our Board you are part of a team and will have the opportunity to apply your unique skills and experience whilst learning from others. Working 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 knowledge and understanding to constructively challenge the ideas of fellow Board members as well as those of the staff 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.

Job description

Main role and purpose of position

NOAH Enterprise (the charity) 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 and best practice.

The Trustees:

- Define the Charity's long-term direction – furthering its objects or purposes as set out in the governing document.
- Ensure that the Charity is effectively and properly run with legal and other obligations met – and embrace their accountability to those with an interest or a 'stake' in the charity.
- To protect and preserve the values and ethos of the Charity

Trustees are appointed by the Board. Trustees are appointed for a minimum term of three years, up to a maximum of nine years.

Main duties and responsibilities

- Collectively oversee the strategic direction of the Charity and work towards the achievement of the Charity's vision and mission
- Ensure that the Charity complies with legal, regulatory, and fiduciary responsibilities, in accordance with the terms of its constitution and as described in 'The Essential Trustee'
- Identify potential development opportunities for the charity, and leverage relationships to facilitate this
- Protect the property, reputation and resources of the Charity through ongoing identification, monitoring and management of risks
- Advocate for the Charity's commitment to equity, diversity and inclusion
- Encourage team working among Board members and create a strong, profitable and fulfilling working relationship with Trustees and the Chief Executive
- Appoint and give support to the Chief Executive of the Charity
- Act in the best interests of the Charity at all times and to the benefit of present and future beneficiaries of the Charity.
- Make a positive contribution to the Charity's governance, in accordance with the Trustee Code of Conduct and the Board Terms of Reference

Qualifications and experience

Social Care Trustee

Essential:

- Expertise in social care and the ability to scrutinise the effectiveness of NOAH services
- A commitment to the mission, values, and ethos of the Charity
- Understanding of the role and responsibilities of being a Trustee
- Interest in and commitment to collective leadership through facilitating, enabling, and consensus-building
- Ability to challenge constructively and supportively
- Interest in and commitment to operating strategically, noticing trends, opportunities, and risks

Desirable:

- Experience of the health sector
- An understanding of the issues that the Charity's beneficiaries face
- Experience or knowledge of the voluntary sector

Retail Trustee

Essential:

- Expertise in retail leadership including knowledge and experience of a successful high street retail operation at senior management or board level
- A commitment to the mission, values, and ethos of the Charity
- Understanding of the role and responsibilities of being a Trustee
- Interest in and commitment to collective leadership through facilitating, enabling, and consensus-building.
- Ability to challenge constructively and supportively
- Interest in and commitment to operating strategically, noticing trends, opportunities, and risks

Desirable:

- Knowledge and experience of retail property leasing
- Knowledge and experience of a charity retail operation at Board level
- An awareness of the issues that the Charity's beneficiaries face
- Experience or knowledge of the voluntary sector

Please note previous trustee experience is not required

Equity, diversity and inclusion

We are dedicated to creating a Board that is a true reflection of the communities we serve and believe that this will also enhance our ability to deliver the best services possible for the people we work with. We are committed to ensuring diversity across our organisation and are therefore specifically targeting women for these roles, with at least one being from an ethnic minority background as per Schedule 9, part 1 of the Equality Act 2010. If you are a woman, and maybe also come from an ethnic minority background, and have the skills and experience to fulfil one of these roles then we would love to meet you for an interview.

You can read our Equality and Diversity policy [here](#).

Time commitment

The Board meets at least seven times a year. It is expected that each trustee attends at least two-thirds of the meetings, physically attending at least one in three. Trustees who are elected to board subcommittees are also required to attend subcommittee meetings, which are usually held virtually four times a year.

NOAH policies and equal opportunities

All duties to be carried out in accordance with the policies and procedures of NOAH Enterprise, including the Equal Opportunities policy.

Values and ethos

NOAH is a charity that helps people experiencing homelessness, extreme poverty, and other disadvantages to make positive changes in their lives. We do this by providing care and advice services, training and well-being workshops, and opportunities for employment.

We are truly driven by our values of Care, Compassion, and Commitment, which have their roots in the teachings of Saint Vincent de Paul, whose life was the inspiration behind the founding of NOAH.

NOAH is committed to safeguarding and ensuring the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. The suitability of all prospective employees or volunteers will be assessed during the recruitment process in line with this commitment and our Safeguarding Policy and Procedure.

How to apply

Eastside People is supporting NOAH Enterprise 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 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 Monday 29 January and longlisting interviews, held by Eastside People, will take place shortly after. Interviews with NOAH for shortlisted candidates will take place week beginning 5 February.

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 with making the application process work for you.





Eastside People

Eastside People
Canopi
7-14 Dover Street
London
SE1 4YR

0203 821 6174
eastsidepeople.org

Eastside People is the trading name for Eastside Consulting Ltd. Company number: 4958922.