



**Trustees**

**Candidate Information Pack**

**July 2024**

# Welcome from our Chair

Dear Candidate

I am delighted that you are interested in joining Age UK Sutton as a trustee. I hope that you find the information in this pack helps you to learn more about our organisation and what we are looking for in our new Board appointments.

Age UK's vision is an Age Friendly Sutton, where older people know that they belong, and feel supported and valued. We have a highly experienced, cohesive and dedicated team who are passionate about ensuring that older people's voices are heard and that they are included in the design of services. A culture of learning and improvement has been embedded across our teams of staff and volunteers and great teamwork is evident throughout the charity.

Older people in Sutton, as elsewhere, are facing a range of challenges; including social isolation, poverty and digital exclusion. It is a tough time for the charity sector too and we are seeking new trustees who can support us to navigate and lead change with confidence. The ideal candidates will work collaboratively with all Board members, and our recently appointed CEO, Peter Glass, to support our strategy to secure our future sustainability. Using our collective skills and experience we will support Peter and the wider team to deliver the local partnerships that are increasingly important: we have a growing reputation for leadership on older people's issues.

I hope you find the information in this pack interesting and useful and, if you believe you bring the skills and experience we need, we would love to hear from you.

Jan Samuel, Chair



## About us

Age UK Sutton (AUKS) is an independent, local charity with a turnover of around £1.4m. The charity is a brand 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.

The charity delivers a mixture of 'on demand' services, commissioned services, social and community activities, and is increasingly involved in local influencing and strategy. Age UK Sutton is the lead partner for the older people's strand of the Sutton Plan, the local plan to develop services and improve life for all residents in Sutton. The charity works extensively in partnership with a wide range of other local charities, community groups, and statutory bodies including the NHS and the Council.

We are a small charity with 30 staff, some part-time, and a cohort of over 40 further workers delivering variable hours in our 'Help at Home' support services. The charity also has over 70 volunteers in a growing team.

Age UK Sutton enjoys an open and participative working environment. We work to our core values of being supportive, professional, and person-centred. These are reflected in the way we work with older people, with each other and with our partners. A key element of all roles is to develop and maintain the organisation's ethos and culture.

We strive to provide a supportive working environment for 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.

For further information about our work, please see our Impact Report [Age UK Sutton | Annual Reports](#).

## Our values

### Our values

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

- We are compassionate
- We are generous
- We are honest
- We are resourceful
- We are respectful
- We are united

### Diversity and equality

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 two trustees: background

In recent years, Age UK Sutton has undergone steady growth and transformation. We have a solid foundation, enjoy a positive culture where our values are central to all that we do and have consistently great feedback from our staff satisfaction surveys. We continue to provide a range of valuable services for older people, including support for people with dementia or mental health challenges, and our Help at Home Social Enterprise, which provides much-needed support for people to remain at home as well as generating earned income. We've established a solid reputation for high-quality value-for-money service delivery with local commissioners, and our voluntary income fundraising is underway with significant scope for development.

The Board of Age UK Sutton comprises eight Trustees including the Chair. There are currently two vacancies, providing an opportunity for new people with a desire to support a vibrant, ambitious charity to join this highly effective Board.

We are looking for new Trustees with experience in the following areas, to complement the broad skill base of the current Board members:

- HR and employment law
- Communications, marketing and/or PR

The time commitment will be on average 12 -14 days per year, including attending four Board meetings and four to eight other committee meetings, time to read documents, and joining occasional ad hoc discussions 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 at Age UK Sutton – 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 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 - sustainability**

There is no doubt that being a Board member in a not-for-profit organisation is one of the most powerful 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 sensibilities 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 use those skills in a significantly different context.

### **Continued personal development**

Joining a Board can be a very interesting experience, not least because it allows you to adapt and apply everything you have learned to date into an entirely new context. Through a not-for-profit Board role you can gain a clearer idea of your own professional strengths and weaknesses whilst simultaneously learning altogether 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 push the boundaries of your expertise.

### **Teamworking**

As a Board member at Age UK Sutton, you are part of a 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 is often one of the most enjoyable aspects of the role. The ability to collaborate effectively with others and to challenge constructively 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, reasonable 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

## Key Information

<b>Location</b>	Sutton, South West London
<b>Time Commitment</b>	<p>Quarterly Board meetings, three-hour Board meetings held virtually on Teams, and alternately face-to-face meeting (with the option to dial in)</p> <p>Quarterly Committee meetings (2-3 hours): Fundraising and Enterprise and/or Quality and/or Finance, Risk and Audit</p> <p>Trustees with the capacity to do so also have the opportunity to support occasional projects working with the CEO and wider leadership team.</p>
<b>Duration</b>	A minimum of 3 years
<b>Remuneration</b>	Unpaid; expenses covered in line with policy

## Trustee duties

---

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 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 her 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
- Senior HR and employment law **or** communications and marketing experience from the voluntary, corporate or public sector
- 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 of Age UK Sutton's role.
- 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 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

### **Desirable**

- Experience of working in 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 current developments in HR
- 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

[Eastside People](#) is supporting [Age UK Sutton](#) in the recruitment for this role. Please click [here](#) to apply by submitting your CV and a cover letter, which should cover the following:

- Why are you interested in a trustee role at Age UK Sutton?
- How you can contribute to Age UK Sutton as a trustee? Please highlight 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 call to discuss the role in more detail, please email Lucinda Shaw at our recruitment partners [Eastside People](#) to arrange a convenient time at [lucinda@eastsidepeople.org](mailto:lucinda@eastsidepeople.org). Having a call of this kind will not influence the success or otherwise of your application.

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

**The closing date for applications is Monday 9 September 2024** and interviews will take place the following week.

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



# Eastside People

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

0203 821 6174  
[eastsidepeople.org](http://eastsidepeople.org)

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