



Chair of Trustees

Candidate Information Pack

Sept 2024



Welcome From Our CEO

Thank you for your interest in joining Age UK Richmond as our Chair.

At Age UK Richmond, we are dedicated to improving the lives of older people in our community. We believe that every individual deserves to age with dignity, respect, and the support they need to lead fulfilling lives. We have been serving the older population in Richmond upon Thames for nearly 60 years, and we are committed to making a positive difference in their lives.

We are an experienced, cohesive and dedicated team who are passionate about ensuring that older people's voices are heard and we are highly respected locally for the work we do. We are a forward looking charity and believe in the power of working collaboratively with others to further our mission and increase our ability to provide support to help local older people to live healthier, happier and more independent lives.

It is an interesting time to be joining us. We are working on developing our ambitious new Strategic Plan for April 2025 onwards, and we are keen to ensure we are responsive to the changing needs of existing and new generations of older people. We are particularly keen to ensure we address challenges such as dementia, support for unpaid carers and social isolation while always looking to work in partnership.

If our work excites you and you believe you bring the skills and experience we need to lead our Board, we would love to hear from you.

Gavin Shand



About Us

Age UK Richmond upon Thames is a local independent charity supporting older people, carers and family members in the London Borough of Richmond. We are a local partner of the national charity Age UK, and as such though we raise our own funds, we can benefit from membership of a network of similar independent charities across the UK, whilst being able to maintain a focus on local issues.

We are proud to deliver a wide range of services, which include a mixture of 'on demand' services, commissioned services and social and community activities. We also work extensively in partnership with a wide range of other local charities in the Richmond area.

Our CEO Gavin Shand, leads a team of 50 committed staff, and around 100 loyal volunteers. We receive excellent feedback on our services and are delighted to be able to support around 4,000 local older people every year. Here are some of their comments.

'Just to say that we are very lucky in this area to have such an active AGE UK offer and we are aware that other areas are not so well covered. I am very grateful for all of the centres, activities and programmes that are available at low or no cost in Richmond'

'I dreaded mental health peer support, but it has actually been the best thing to have happened. Mia is wonderful and very supportive and encouraging. Through her I am now doing art and writing and have just started an online course. All of which I would not have had the confidence to start otherwise'

Age UK Richmond has been very important to me, meeting new people, outings, given me a purpose. The staff are amazing. Thanks to all at Age UK Richmond.'



Our income is currently around £2.3m a year. This includes a local authority contract we manage under which a significant portion is passed to other local charities we work in partnership with. Funding comes from a range of sources including local authority & NHS contracts, grant funders, chargeable services, donations and legacies.

It's a tough time for the charity sector with rising costs and a more challenging income generation environment that is starting to put more pressure on our finances, and although our current position is stable, we will need to think about how we adapt. We are also keen to strengthen our local partnerships, particularly with the NHS and to further our support for those with dementia and carers.

For further information about our work, please see our [2023/24 Annual Review](#).

Our website also gives further information about the charity: [Welcome to Age UK Richmond upon Thames](#).



Chair Opportunity

Our board is currently made up of ten high-quality trustees, led by the Chair, who bring a wide variety of skill sets, knowledge and views. We are recruiting for a new Chair as our current Chair is stepping down.

We are looking for someone who is committed to improving the lives of vulnerable and isolated older people across Richmond upon Thames. Running a healthy and successful charity requires a strong Board that offers both strategic leadership and challenge in a collegiate and positive way and has our beneficiaries at the core of everything they do.

Our new Chair is likely to be an experienced Trustee or Board member with experience in chairing meetings. We are ideally looking for someone with energy and drive and who can bring knowledge and senior level experience in the health and social care or voluntary sectors.

This is a rewarding role, working with a dedicated Board and a talented CEO.

Sitting on 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 experience of leading a Board, a Chair role can continue to provide opportunities to learn new skills. Understanding how to adapt your professional knowledge to useful and impactful ends is a good reminder of your versatility, giving you confidence in your existing abilities whilst challenging you to push the boundaries of your expertise.



Role Description: Chair

Main Purpose Of The Role

Age UK Richmond 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 Chair of Trustees leads the board, ensuring that it governs Age UK Richmond effectively, in service of the charity's vision and mission. The Chair leads inclusively, supporting the board to work together well, and providing support and constructive challenge to the Chief Executive. The Chair is also an ambassador for the charity.

Key Responsibilities

- Providing leadership to the board and ensuring that trustees fulfil their responsibilities for the proper governance of the charity.
- Ensuring the board sets a mission, vision, and strategy and has the right policies to act in line with its Articles of Association and relevant legislation and that the Board monitors performance, spend and risk.
- Ensuring that the board collectively works in partnership with executive staff.
- Ensuring good governance, with a systematic, open and fair procedure for the recruitment of trustees, with appropriate induction information and training.
- Ensuring the proper and efficient conduct of board meetings by; chairing trustee meetings effectively, seeking consensus, encouraging participation, taking an active role in ensuring that board agendas are meaningful and reflect the key responsibilities of trustees and that trustees receive timely and accurate information to enable the board to discharge its responsibilities.
- Having regular meetings with the Chief Executive, to provide support and review performance.
- Ensuring the Chief Executive provides an effective link between the board and staff.

- Attending events and forums when needed to help raise awareness of the charity and its work and support fundraising initiatives.
- Stakeholder engagement locally, and more occasionally regionally / nationally.

What We Are Looking For

- Experience of being on a board. You do not need to have been a Chair before, however.
- Good understanding of governance and the duties of trusteeship.
- Senior level Health & Social Care and / or voluntary sector background.
- Experience of working with older people is desirable and experience of running or working with a dementia service would be helpful.
- A person with a keen sense of strategic purpose.
- A person with independence of thought and judgement, who is willing to speak their mind whilst also operating with sensitivity, tact and diplomacy.
- An inclusive leadership style - able to inspire and support everyone to participate on an equal footing.
- The ability to listen and engage effectively. You are comfortable with challenge and debate and are able to encourage that in others whilst fostering a collaborative board environment.
- Excellent communication skills.

Important Information

This is a voluntary position. Reasonable trustee expenses (e.g. travel) can be claimed.

The overall time commitment for the Chair is expected to be around 2-3 days per month, although this may fluctuate.

There are four full Board meetings a year. These are held in person at our Hampton office. Board members are asked to commit time to read papers, and to share expertise when needed. Board members are also expected to sit on at least one of two committees that also meet quarterly – Finance & General Purposes and Fundraising & Service Development. The Chair is an ex-officio member of both committees.

The Chair holds regular (e.g. monthly) meetings with the Chief Executive. The role will also involve representing the organisation at events and attending occasional regional or national Age UK meetings.

Trustees are appointed for an initial term of two years. Two further terms of three years can follow, up to a maximum of 8 years.

How To Apply

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

Please use the cover letter (max 2 pages) as an opportunity to add to the information you have shared in your CV and ensure that you cover the following:

- Why are you interested in a Chair role, and why with Age UK Richmond?
- How can you contribute to Age UK Richmond as our Chair?
- Please highlight relevant experience and demonstrate how your skills match the specific requirements of the role as set out in the role description.

If you would like a call to discuss the role in more detail, please email Bernice Rook at our recruitment partners [Eastside People](#) to arrange a convenient time at bernice@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 Friday 25 Oct with online shortlisting interviews taking place the week after. Face-to-face interviews with the recruitment panel at the Age UK Richmond will take place in the week commencing 4 November.

Eastside People is fully committed to equality of opportunity and diversity and work with our clients to ensure that we recruit inclusively, seeking to address the underrepresentation of some groups of people in leadership teams. We warmly welcome applications from all suitably qualified candidates.



Eastside People

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