

Chair of the Board of Trustees/Directors

Information Pack 2024



Henley House, Barnett Way, Barnwood, Gloucester GL4 3RT

Registered charity number 1111773. Company number 05586735

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Welcome

A Message from our Chair

Thank you for your interest in this role and we hope that when you have read through this information pack and looked at our [website](#), you will feel inspired to apply.

Age UK Gloucestershire has got an exciting and challenging agenda ahead. Over the last five years, we have changed our focus and restructured in order to address the potential and actual needs of our older people across Gloucestershire. We work much more through signposting and referral than providing traditional “older people services” such as day centres. This is because we believe that it is more important to work with others to create an age-friendly context for all people growing older than to use our resources to address a small number of highly specialised needs. We see tackling ageism as an important part of our work, as well as our valued contracted work such as Out of Hospital and initiatives such as Homeshare. 2023-4 has been a challenging year above and beyond the normal challenges faced by any charity. However, everyone at the charity- staff, trustees and volunteers have pulled together and stuck to our primary mission to make a difference for older people in Gloucestershire. The new Chair inherits a fabulous charity and fabulous people who will continue to need support and leadership in conjunction with a talented CEO.

The whole Board works closely and supportively with the CEO and senior managers to progress our vision. We have a committed and highly skilled group of staff, supported by the vital work of volunteers. I complete my term of office later this year and we are now looking for an experienced trustee to lead and chair our Board of talented and hardworking trustees. You will have a connection to Gloucestershire and will be committed to championing our work.

If you would like to discuss this role further on an informal basis, please contact Jackie Dawkins of Shine Charity Recruitment in the first instance.

We look forward to receiving your application.

With best wishes

Patricia Le Rolland

Chair of the Board



About Age UK Gloucestershire

"Working towards an age-friendly Gloucestershire, which responds positively to ageing and treats everyone with respect, regardless of their age. Enabling everyone to approach ageing with confidence"

We are an independent, local charity that benefits from being part of the national Age UK network. **Our vision is for Gloucestershire to be the best county in which to grow older.** We want this to be the case for all older people, regardless of their background or circumstance.

We want everyone to approach ageing with confidence, and embrace the opportunities it presents. We recognise that we cannot do this alone. It is the responsibility of the whole county to respond positively to ageing. Achieving our vision will need all elements of our community to contribute.

We see ageing as something that our society should value; growing older is not just a fact of life, it is something that brings opportunities for individuals and our community as a whole.

A key part of our work is bringing about a change in people's attitudes and experiences, so that everyone shares our positive view of growing older. We're doing this because negative attitudes towards age and ageing have a damaging impact on the health and well-being of older people.

Through our projects and services, we help people to navigate later life, live independently at home for as long as they wish to and connect socially within their community.

By enabling people to make informed choices, working with others in an innovative way and by challenging unhelpful social attitudes, we can build a fairer society and a better Gloucestershire – for everyone.

We know that our ambition is bold and is about long term and enduring change in how our county responds and adapts to demographic change. As such we recognise that at Age UK Gloucestershire we now need to go further in committing to our shift from service provider to movement maker, leveraging more influence from our reputation and expertise, and focussing on activity that will impact the experience of ageing of many more people.

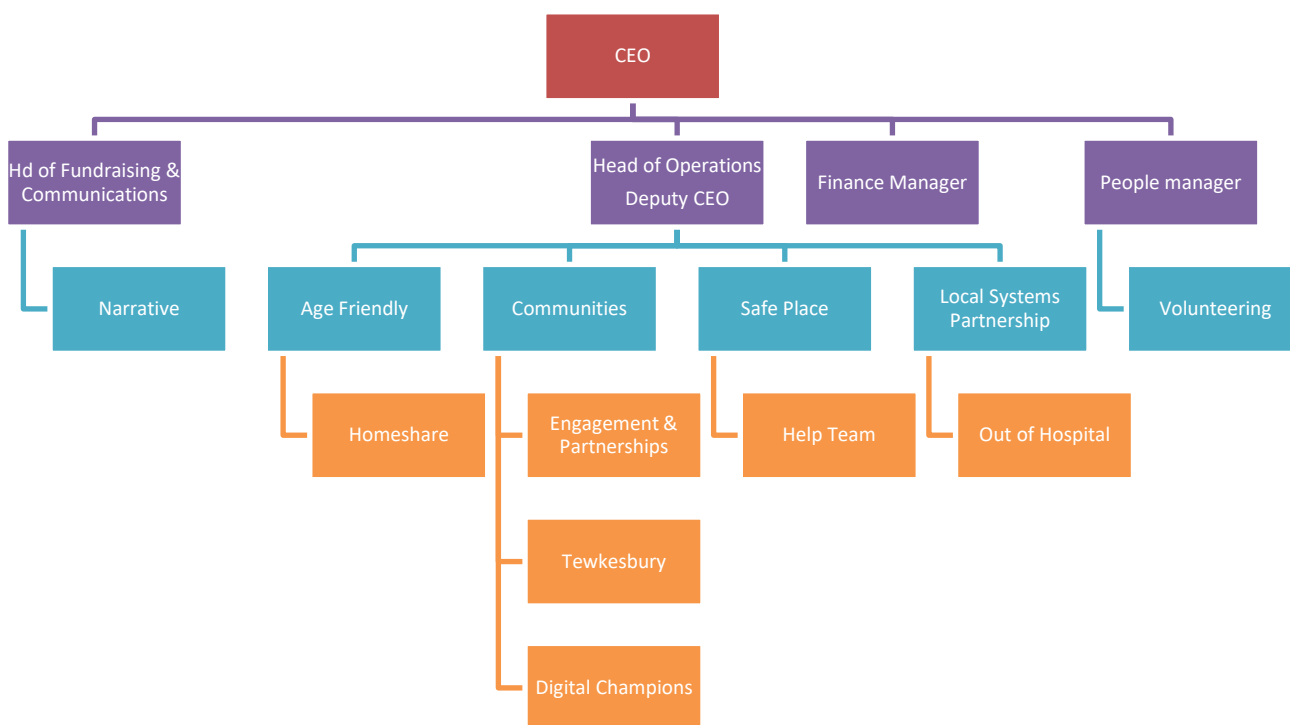
The challenges and opportunities of an ageing population need to be faced not by us alone, but by a coalition of local people, key statutory bodies, partner organisations and businesses. By influencing, energising, and mobilising all of these, Age UK Gloucestershire can play the pivotal role in this change. We also need to ensure that there is a financial model that ensures Age UK Gloucestershire remains in place to affect the necessary change.

Crucially, we need to approach our task with dynamism and with an aim to unleash the many strengths, experiences and abilities of local older people, those supporting them and their communities.

Our strategic plan sets out our ambitions to see Gloucestershire ready and optimistic about the demographic change forecast over the next two decades. It introduces our theory of a Cycle of Change for transforming the experience of ageing in Gloucestershire. It also outlines our plans for the initial phase of implementing this change.

The plan builds on the direction set and changes we started to make in 2017-2020. This plan is for all our stakeholders, our volunteers, our staff, our partners and above all the citizens of Gloucestershire who need to join with us in embracing the potential of longer lives lived well.

Our People



Our Trustee Board

Patricia Le Rolland
 Ian Donald
 Helen Bown
 Helen Ginman

Karen Phillips
 Ian Crocombe
 Ahmed-Said Hansdot
 One vacancy

Our Volunteers

We are hugely proud of our committed group of over 80 volunteers who generously give their time and help in lots of different exciting ways! They provide one to one support after a spell in hospital, help to claim benefits, IT support, activities at our Social groups, deliver our engaging Grapevine Magazine through an editorial Board of older people and help us to support as many older people in Gloucestershire as we can.

Just some of the things we do

The Help Team

The purpose of the Help Team is to provide a welcoming place to turn for older people (and those supporting them) to support with planning for, and resolve issues related to later life.

Our Help Team - accessible by phone, email and in local community spaces - is a first point of contact for many older people and their families or carers seeking to resolve a problem. Help Team Advisors offer people time to talk, listen actively to their situation, and use a guided conversation model to help uncover the full situation someone is dealing with.

The Help Team Advisor brings knowledge of local systems and resources and uses this and their interpersonal skills to identify opportunities to move the person's situation and issue forward. They provide specialist signposting, information and advice to older people, their carers, friends and relatives on a wide range of topics, including welfare benefits, housing, community care, disability rights, and key issues affecting older people. Where appropriate, the advisor will take action on behalf of the client to move the case on.

Out of Hospital

The service is available to older people 65 and over who live in Gloucestershire and who are discharged following a stay in hospital. It is funded by the Gloucestershire Integrated Care Board.

Our team will work together in partnership with people to identify what they need to build their resilience and live confidently and independently in their own home. Support can include:

- Information, advice and sign-posting to other services relevant to older people's needs.
- Support to access benefits advice and guidance, e.g. Attendance Allowance.
- A 'Safe and Well' Home Safety Check.
- Practical tasks such as a one-off essential food shop and collecting prescriptions, to help people settle back at home.
- A volunteer visitor for up to four weeks supporting people to rebuild their confidence.

Homeshare

Homeshare brings together older people who have spare rooms, with people who need affordable accommodation and who are happy to chat and lend a hand. Our Team carefully matches people, oversees the arrangements and provides professional ongoing support.

Social Groups

Our Social Groups are welcoming spaces where local people can come together for a chat, enjoy a cup of tea and a biscuit or two, and make new friends. As well as being a place to meet new people and form connections, our Social Groups can also connect people with our services and local activities. For example, our Help Team and Digital Connections volunteers may pop by to offer advice and support and from time to time.

Grapevine Magazine

Our own magazine, produced by our editorial team of older people, is published four times a year which is distributed throughout our communities by a team of volunteers. It is packed with articles, features and activities as well as stories, ideas and comments.

Finances

Please see our attached Annual Report and [Accounts 2022-2023](#).

Role Description

Term of office: 3 years

Maximum allowed to serve: 6 consecutive years

Overall purpose: To provide effective leadership and management to the Board of Trustees/Directors, ensuring the Board fulfils its responsibilities of overall governance and strategic direction of the charity.

Main Responsibilities

- Leading the Board in the development of strategic plans for the charity, in consultation with the Chief Executive Officer (CEO).
- Leading the Board in ensuring it fulfils its responsibilities for the governance of the organisation by ensuring that the organisation acts in accordance with the decisions of the Board, the Memorandum and Articles of Association and relevant legislation.
- Ensuring the Board regularly reviews its performance, structure, role and relationship with staff and volunteers and that it implements agreed changes as necessary.

- Supporting, monitoring and reviewing the work of the CEO.
- Working in partnership with the CEO to set the agenda for Board and chair those meetings, ensuring business is covered efficiently and effectively.
- Working in partnership with the CEO to ensure all Board members receive appropriate advice, training and information relating to their role.
- Promoting the organisation to its various stakeholders, including service users, funders and potential funders and the wider public.
- Acting between the full meetings of the Board in authorising action to be taken within the limits of the authority of the role.
- Leading disciplinary and grievance appeals, recruitment and appointment boards and working groups where appropriate and in line with the charity's agreed procedures.
- Fulfilling all other responsibilities of a Trustee/Director of the Board:
 - Providing strategic leadership for the organisation by reviewing our strategic aims, setting overall policy and evaluating performance.
 - Ensuring the organisation and those representing it operate within all relevant legal, financial and regulatory requirements.
 - Acting in the best interests of the organisation and those it is set up to support at all times.
 - Managing and using the resources of the organisation so as to make the biggest difference to older people in Gloucestershire.
 - Ensuring robust systems are in place for internal financial control and the protection of the organisation's funds and assets.
 - Promoting the charity externally at public events, to stakeholders, and with funders.
 - Appointing the Chief Executive Officer (CEO) and monitoring their performance.
 - Maintaining good relationships with staff and volunteers and ensuring the charity is promoting their wellbeing, and is a good place to work

Person Specification

- A strong commitment to, and understanding of, the needs and issues facing older people.
- A strong understanding of the requirements of The Charity Commission especially linked to governance.
- Previous involvement with a charity and /or the voluntary sector.
- Board or senior level experience, must have experience as a trustee.
- Excellent communication and interpersonal skills.
- An enabling style with good facilitation skills.
- Financially literate.
- Risk aware but not averse.
- Intellectual calibre to grasp complexity.
- Proven ability and track record of working as a partner, building and maintaining relationships (sometimes in adversity).
- An appetite for networking and engaging appropriately with others at a senior level in organisations – both statutory and voluntary.
- A sense of humour

What are we looking for in a Trustee/Director?

Individuals who:

- Question, discuss and debate issues to ensure the governance of the charity is robust and the Board makes good decisions about how to fulfil its mission and responsibilities.
- Have enquiring minds, who are interested in the challenge of changing demography and how a local charity might influence things in the county of Gloucestershire.
- Are effective at working as part of a team, but who are confident in voicing their own views even if these are not the majority view.
- Champion Age UK Gloucestershire and our approach, acting as ambassadors for what we do to a wide range of audiences.
- Have a connection to Gloucestershire and its many communities – we are a Gloucestershire organisation and seek to be relevant to people from all backgrounds living in all the districts.



Recruitment Process

- We are working with our Recruitment Partner, Jackie Dawkins of Shine Charity Recruitment who will be delighted to speak to you about this opportunity in more detail (jackie@shinecharityrecruitment.co.uk) 01884/841751
- Submission of a CV and Supporting Statement
- Initial screening interview
- Formal interview with the current Chair and CEO
- Attendance at a Board meeting as an observer
- References and enhanced DBS checks before formal appointment