

Pharmacist Support

Trustee Recruitment Pack

2026

Letter from Chair and Vice Chair

Dear Potential Trustee,

We are really pleased that you are interested in joining our dedicated team of trustees and would like to take this opportunity to give you a flavour of Pharmacist Support and life as a trustee. The Pharmacist Support board plays a key role in developing the charity's future strategy and supports the Chief Executive to ensure that our small but passionate, hard-working and dedicated staff team can realise the charity's objectives.

Our board is made up of both pharmacist trustees and lay trustees (individuals from outside the world of pharmacy who bring key skills and life experiences). Together we ensure that the charity is managed in line with its purpose and oversee governance in accordance with the Charity Commission's requirements and expectations. Being a trustee means making decisions that will impact on people's lives, and you will be making a difference to the wellbeing of our beneficiaries, 'Our Pharmacy Family.'

The charity was originally established as a benevolent fund by the Royal Pharmaceutical Society of Great Britain (RPSGB) in 1841. It became an independent organisation in 2006, and in 2008 a re-launch saw it embark on an ambitious project to raise the charity's profile and develop a range of services identified as more in tune with the needs of pharmacists in the 21st century. It now boasts a suite of high quality, supportive services, as well as a growing network of volunteers and supporters, and has substantially increased its reach across the sector.

All our trustees appreciate the difficulties of everyday life and that, being part of a profession that cares for others, often means pharmacists own needs are last on the list. As the independent charity, Pharmacist Support provides free and confidential support designed around the specific challenges facing the profession today.

Every day we help people facing life changing events and understand the difficulty and uncertainty that results from situations such as a loved one falling ill or a sudden loss of work. These are challenging times for pharmacy and as a dynamic charity, we must ensure that our services remain relevant and useful to those in the profession today.

The charity sector has its unique challenges but, supporting those in a caring profession when life is at its most testing, is rewarding. Maybe you're looking for your first experience in the charity world or maybe you have past experience as a trustee, it really doesn't matter. If you are willing to devote the time and bring your skills and lived experiences to the table, you can add value and support a unique charity to achieve our future ambitions.

We are currently recruiting for both pharmacist and lay trustees. If you have passion for the people we serve, and skills you feel could benefit our dynamic and innovative charity, you're the type of person we need.

Regards

Esther Sadler-Williams - Chair

Regards

Mark Sweeney - Vice Chair

Background

Who we are

Pharmacist Support is an independent, trusted charity providing free and confidential support to pharmacists and their families, former pharmacists, trainees and students, helping people navigate the personal and professional challenges that can affect wellbeing throughout their lives and careers.

We believe in better. We listen without judgement and encourage and empower people to create positive change. Whether someone is experiencing workplace pressures, financial difficulties, mental health challenges or simply needs someone to talk to, help is available.

Established by the Royal Pharmaceutical Society of Great Britain (RPSGB) in 1841, we have grown from Benevolent Fund roots into an independent modern-day charity committed to ensuring no one in our pharmacy family faces challenging times alone.

Our pharmacy family

Our beneficiaries are facing many challenges to their mental and physical health and wellbeing, as well as to their financial security. It is the role of Pharmacist Support to provide services that meet the changing needs of pharmacists, trainees, pharmacy students and dependants of pharmacists across all sectors. The past decade has seen a significant shift in the demography of our service users; from older and retired pharmacists, widows and widowers of pharmacists to students, trainees and working age pharmacists.

Who we help

- People currently or previously registered with the General Pharmaceutical Council (formerly Royal Pharmaceutical Society of GB) as a pharmacist
- Trainees and students on an MPharm degree course in Great Britain
- People who are financially dependent on a pharmacist or former pharmacist

What it's like to volunteer for Pharmacist Support

As a pharmacist who has worked in many facets of pharmacy and being appreciative of the opportunities given to me, I really wanted to be able to play an active role in supporting those members of the profession who have cared for others when they need help themselves.

I truly appreciate the commitment of the staff team and volunteers. I love hearing those success stories appreciating that even a small level of support can make such a difference to a person's life.

What our current trustees say

Sarah Willis – Lay Trustee -

Appointed 07/12/2017



“Being a trustee is so rewarding –it’s an opportunity to ensure that the Board benefits from a mix of perspectives and means that you can have real impact and use your skills in a new and meaningful ways. Before joining, I did have some initial concerns about not having a pharmacy background and whether that might limit my contribution. In practice, that hasn’t been the case.

As a lay trustee, I bring a perspective shaped by experience outside the pharmacy family, along with skills in critical thinking, strategic oversight, and constructive challenge. Being slightly outside has helped me notice assumptions, ask clarifying questions, and focus discussions on impact, risk, and accountability. Serving on the Board has been both stretching and rewarding, and it has reinforced how much value a lay voice can add. To anyone new to trusteeship, I would offer reassurance that curiosity, integrity, and a willingness to speak up are exactly what the Board needs, and there is plenty of support as you find your feet.”

Raj Nutan – Pharmacist Trustee - Appointed 13/12/2024



“I was initially drawn to becoming a trustee because I wanted to use my frontline pharmacy experience to contribute to a charity whose purpose genuinely resonates with me. Pharmacist Support plays a unique role in the profession, and the opportunity to help shape its direction, while learning more about board governance felt both meaningful and energising. Joining as a newer trustee has given me a chance to bring a fresh perspective while also developing my own understanding of how a well-run board operates.

In practice, the experience has been welcoming, structured and far less intimidating than I expected. The induction, the support from fellow trustees, and the clarity of roles have all made it easy to settle in and contribute confidently. For anyone considering being a trustee for the first time, rest assured you don't need to be an expert in governance from day one. Curiosity, lived experience, and a willingness to learn go a long way, with the added bonus of being surrounded by people who want you to succeed!”

Leah Davies – Pharmacist Trustee - Appointed 13/12/2024



"I was made aware of Pharmacist Support looking for trustees by a colleague who had been a trustee previously. I had been interested in the work they did as my role at the time had involved supporting trainees and pharmacists with their development and this had allowed me to gain an insight into their focus on wellbeing and the ACTNow campaign. I wanted to give something back and was acutely aware of the challenges many faced in such a high-pressured profession where there is always a tendency to focus on the needs of others.

I have found the first year to be much more rewarding than I had anticipated.

Everyone made me feel welcome from my first day. There is a strong sense of trust and respect amongst not only the trustees but the whole team and I felt this from the moment I arrived for my initial interview.

The support I received took me by surprise and I was allocated a buddy trustee to help me with my first year. Whilst there is no denying being a trustee is a commitment, and it takes time to understand the different aspects of your responsibilities; it has been incredibly fulfilling. I have learned new skills, grown in confidence and grown my strategic thinking and leadership skills.

The trustee meetings are always a great opportunity to learn from others and there is a genuine value placed on everyone's experiences and opinions. Seeing the impact, we have on others is huge and my favourite part of reading the trustee packs is hearing the feedback from beneficiaries.

I was new to the world of trustees and reading the impressive statements about the other trustees had imposter syndrome when starting out, but I would never have worried if I had known at the beginning how the experience would have been. Everyone is there to support beneficiaries, and this shared focus builds a culture that genuinely pulls people together to support each other. If you have a desire to help others in the profession and develop your own skills I would highly recommend joining as a trustee."

Why become a trustee?

Becoming a trustee is an opportunity to make a meaningful difference while also developing personally and professionally. Trustees often tell us the role has helped them build confidence, develop new skills and broaden their perspectives.

Research across the charity sector shows that:

- 96% of trustees say they have learnt new skills
- 73% say trusteeship boosted their confidence
- 86% say it complements professional and family life
- 84% said being a trustee made them happier

Whether you are an experienced trustee or considering your first board role, we will provide support, induction and training to help you succeed.



Our Vision

No one in our pharmacy family will face challenging times without us by their side.



Our Mission

To champion the wellbeing of our pharmacy family

Our Values

People First

We are **compassionate**
We **listen**. We are **empathetic**
We bring people **together**

Empowerment

We make **good things** happen
We encourage and build **resilience**
We create **positive** impact

Positivity

We believe in **better**
We champion our pharmacy **family**
We **never** give up

Fairness

We are **non-judgemental**
We are **independent**
We work **with integrity**

Our strategy

Our [current five-year strategy](#) runs from 2025 – 2030. Over these five years we will work to:

1. Raise awareness of Pharmacist Support and the wellbeing agenda within the profession
2. Build relationships with organisations and individuals to increase the charity's reach and impact
3. Develop and deliver support to meet the diverse and changing needs of our pharmacy family enabling them to improve their wellbeing
4. Build and manage the charity effectively and sustainably, raising vital funds and utilising technology to ensure that we meet current and future demand

By 2030 we want:

- More people to be aware of who we are, what we do and the key issues impacting wellbeing within the pharmacy profession
- More organisations and individuals from across the pharmacy sector to be actively working with the charity to improve the wellbeing of our pharmacy family
- More of our pharmacy family are able to access wellbeing support which meets their diverse needs and improves their wellbeing
- To be more financially sustainable to enable us to meet the current and future needs and demands of our pharmacy family

You can read more about our impact here: [Our impact - Pharmacist Support](#)



Trustee board structure and sub-committees

The board of trustees sets the charity's vision, mission, values, and strategy and is responsible for monitoring progress to ensure that the charity remains financially sustainable and delivers in line with our beneficiaries needs. Day-to-day operations and management are delegated to the Chief Executive and senior management team, who provide regular reports to the trustees on performance and operations.

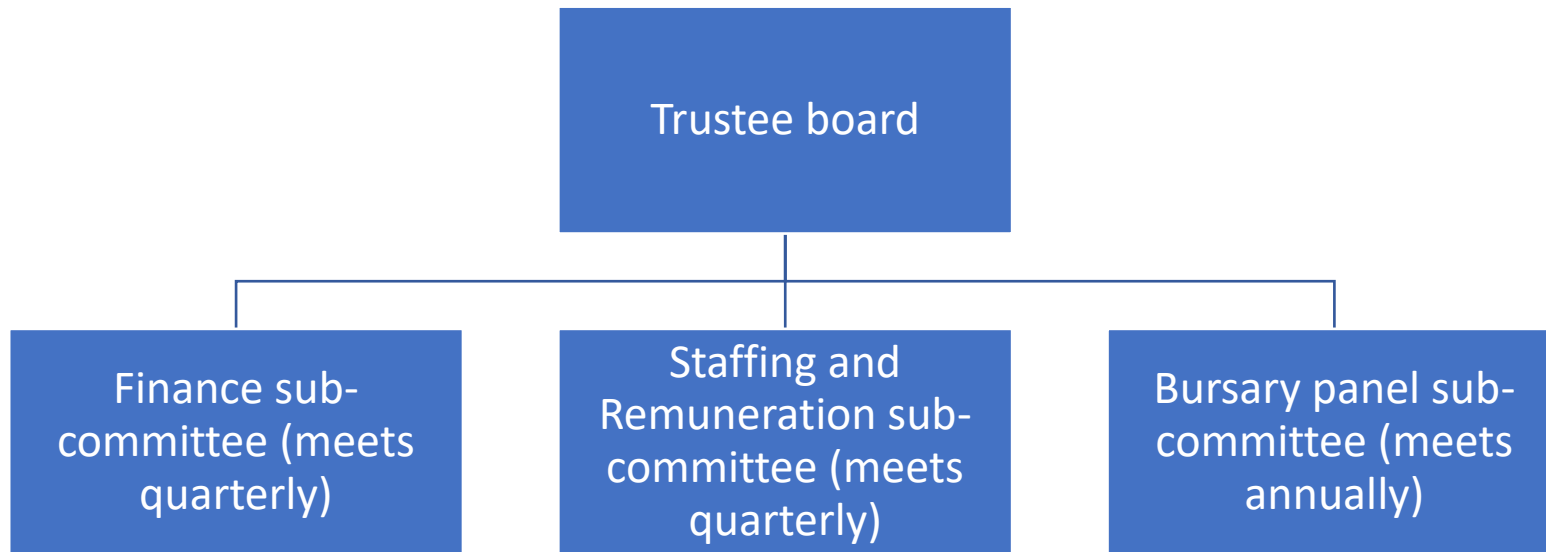
We aim to have a board that reflects the diversity of the pharmacist profession and ensures full insight into the challenges and needs faced by our pharmacy family. You can read about the current Pharmacist Support board of trustees here: [who-we-are/our-trustees](#).

The Board of Trustees meets at least every quarter. Trustees are able to serve a maximum of nine years consecutively, which provides an opportunity for fresh perspectives, skills, and experience to be included on a regular basis.

There are three sub-committees with formal terms of reference. The two main sub-committees are the Finance sub-committee and Staffing and Remuneration sub-committee. On appointment trustees will be assigned to one of these sub-committee. The two main sub-committees meet once per quarter, with the meetings usually held in the evening and remotely via "Teams".

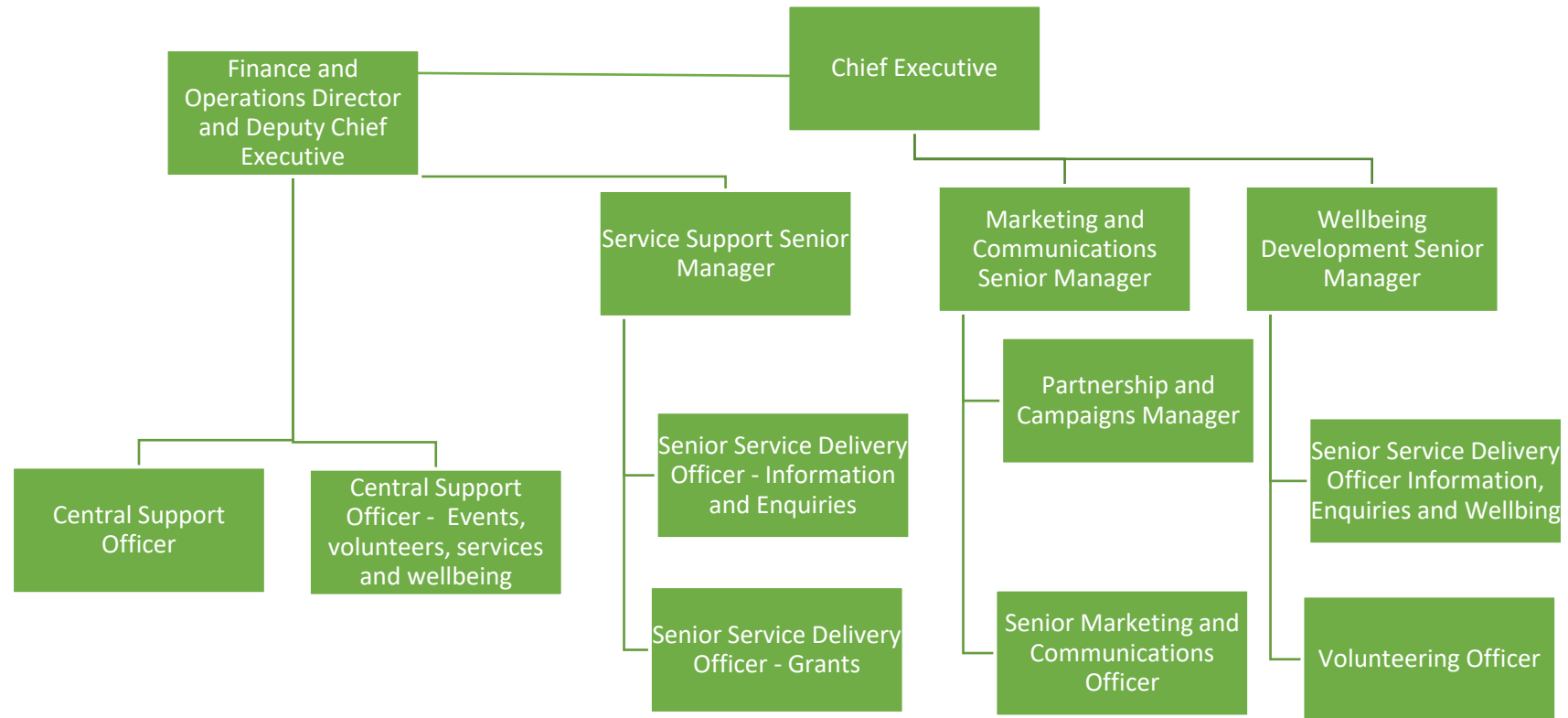


Board and sub-committee structure



Staff team

Pharmacist Support employs a small, enthusiastic and highly effective team. Our team members have many decades of experience between them and understand the specific challenges and needs faced by our profession. This ensures we can support our pharmacy family in the best possible way and continue making an impact. You can read more about our team here: [Our team - Pharmacist Support](#)



Why our support is needed

To ensure our support meets the needs of those we are here to help, we regularly carry out Workforce Wellbeing Surveys, in collaboration with the Royal College of Pharmacy (previously the Royal Pharmaceutical Society). The last survey was carried out in 2024 with a total of 6,598 responses received. 67% of respondents were pharmacists and 30% were pharmacy technicians. 3% of respondents were trainee pharmacists or MPharm students. Results across the two main groups (pharmacists and pharmacy technicians) were broadly the same – showing that both these groups face similar challenges when it comes to mental health and wellbeing. An overview of the results can be found below.



Key achievements and 2025 highlights

Award-Winning leadership in wellbeing and charity excellence



ACO Digital Transformation Award (2022)



ACO Small Charity of the Year (2023)



Charity Learning Consortium Excellence in Workforce Wellbeing Award (2024)



Culture Pioneer Wellbeing Award (2024)

Supporting our pharmacy family

£171,437

distributed with **438 applications processed** for financial assistance



1,032

enquiries handled by our expert team



133

specialist referrals connecting individuals to expert advice including employment, benefits, and debt advice

£25,000

in bursaries awarded to support students facing unexpected challenges, **with a record 88 applications received**

Making a meaningful difference



90%

of respondents said our support had a positive impact on their sense of wellbeing



95%

of respondents said they would return to us for support in the future

Expanding access to support

#ACTNOW

8,035

ACTNow campaign sign-ups



149%

increase from 2024



68

individuals supported by a Listening Friend volunteer

59%

increase in funded counselling sessions delivered



156%

INCREASE IN VISITS TO OUR WEBSITE

Raising awareness across the sector



21 EVENTS ATTENDED

REACHING

18,227

INDIVIDUALS

enhancing visibility and direct engagement with key audiences



110

mentions of wellbeing in the pharmacy press

Trustee Role Description

1. Purpose of role:

As a trustee, your role is to safeguard the assets of the charity and ensure that money and other resources are used effectively, in providing relief of financial need, or other distress, as well as being used to advance the general health and wellbeing of the charity's beneficiaries.

You will work with other board members to define the overall strategy to ensure that Pharmacist Support provides maximum impact for its beneficiaries, through its charitable activities, and delivers on our vision, mission, and values.

2. Key Accountabilities and Responsibilities:

- To ensure the charity complies with its governing documents and legislation and pursues its stated objectives always acting in the best interests of the beneficiaries.
- To safeguard the charity's assets and ensure resources are used effectively.
- To ensure the charity applies its resources exclusively in pursuance of its stated objectives.
- To contribute actively to defining strategic direction and overall policy setting, defining goals and setting targets, as well as monitoring and evaluating performance against them.
- To uphold the charity's values and protect its reputation.
- To ensure the efficient management and administration of the charity.
- To support the monitoring of the performance of the Chief Executive.
- To ensure the financial stability and solvency of the charity, and proper investment of the charity's funds.
- To use any specific skill, knowledge, or experience to assist the trustees to reach sound decisions.
- To act as an ambassador for the charity.
- To uphold the Nolan Principles of Public life (see below)

The charity and board are guided by the Charity Commission's code of conduct and acceptance and understanding of Lord Nolan's Seven Principles of Public Life - selflessness, integrity, objectivity, openness, honesty, accountability and leadership.

3. Other Information:

Remuneration: Unpaid. Reasonable expenses incurred to facilitate attendance at meetings will be paid.

Time commitment: Four trustee board meetings a year. Additionally, trustees are expected to join a sub-committee which meets four times per year.

Location: Board meetings take place in Manchester during the day (but virtual attendance is also possible on occasion). Sub-committee meetings are usually held virtually and in the evening.

Person Specification- Pharmacist Trustee

We wish to recruit trustees who can demonstrate they have the life experience to shape the future of Pharmacist Support and ensure that the charity is well run. We are particularly keen to hear from applicants who have some, or all, of the following skills, experience and qualities:

Skills and Experience:

Essential

- Strong communication and interpersonal skills.
- Creative thinking that can help shape future innovation.
- Experience of reviewing documents upon which recommendations and or decisions need to be made.
- Skilled in independent judgement as well as analytical and strategic thinking.
- A current registered pharmacist or a retired pharmacist who has remained engaged with the profession or been registered with the GPhC within the last 10 years.

Desirable

- Understanding of budgetary planning and financial management (practical experience would be an advantage).
- Recent experience in community pharmacy including prescribing or emerging pharmacist roles.
- Experience of Pharmacy in Scotland or Wales
- Experience of the charity's services.

Qualities:

- Drive and enthusiasm to make a difference.
- Empathy and passion for helping others.
- A team player who is good at listening and considering the views of others, as well as being comfortable airing their own views.
- A willingness to learn about the charity sector and the role of the board of trustees of a charity.
- Acceptance of the legal duties and responsibilities of a trustee.
- A willingness and ability to devote the necessary time and effort to ensure adequate preparation for and effective participation in sub-committee or board of trustee meetings.
- Awareness of the needs of our pharmacy family.

Note: previous trustee experience is not essential. Full induction, training and ongoing support will be provided.

Person Specification- Lay Trustee

Lay trustees are not pharmacists. We wish to recruit trustees who can demonstrate they have the life experience to shape the future of Pharmacist Support and ensure that the charity is well run. We are particularly keen to hear from applicants who have some, or all, of the following skills, experience and qualities:

Skills and Experience:

Essential

- Strong communication and interpersonal skills.
- Creative thinking that can help shape future innovation.
- Experience of reviewing documents upon which recommendations and or decisions need to be made.
- Skilled in independent judgement as well as analytical and strategic thinking.

Desirable

- Understanding of budgetary planning and financial management (practical experience would be an advantage).
- Experience of the charity's services.
- Experience in the charity or voluntary sector

Qualities:

- Drive and enthusiasm to make a difference.
- Empathy and passion for helping others.
- A team player who is good at listening and considering the views of others, as well as being comfortable airing their own views.
- A willingness to learn about the charity sector and the role of the board of trustees of a charity.
- Acceptance of the legal duties and responsibilities of a trustee.
- A willingness and ability to devote the necessary time and effort to ensure adequate preparation for and effective participation in sub-committee or board of trustee meetings.
- Awareness of or interest in the needs of our pharmacy family.

Note: previous trustee experience is not essential. Full induction, training and ongoing support will be provided.

Application Process

If you would like to apply for one of the trustee positions, please send the following:

- An up-to-date CV outlining your employment history, experience/qualifications as well as your contact details.
- A Supporting Statement (no more than 800 words)
 - Demonstrating how you meet the criteria outlined in the Person Specification
 - Outlining why you are interested in being a trustee for Pharmacist Support and what you could bring to the board of trustees
- In your email, please state which role you are applying for either pharmacy or lay and indicate where you heard about the role.

Diversity monitoring

To help us ensure we are adhering to our diversity policy we ask that you complete the equal opportunities monitoring survey via this [link](#). This enables us to monitor the diversity profile of people who apply for Pharmacist Support posts. This information is given in confidence for monitoring purposes only and will not be used in any part of the recruitment process.

Disability confident

Pharmacist Support is proud to be a Disability Confident Committed employer. We commit to offering an interview to anyone who declares they have a disability, provided they meet the minimum criteria outlined in the role specification. If you have a disability, we encourage you to declare this to us in your email when you apply for the role. Rest assured, this information is kept confidential.

If you require this information in another format, please do not hesitate to ask.

If you need more information or would like to talk to us before submitting your application, please email recruit@pharmacistsupport.org and arrangements will be made to contact you.

Please submit your completed application to recruit@pharmacistsupport.org by 12 noon 3rd August 2026.

Interviews

Interviews will be held at the Pharmacist Support office in Manchester across the **10th, 11th and 14th September 2026**. If you are shortlisted for interview, we will confirm which date your interview will take place two weeks prior to the interview.