

# Candidate Information Pack

For the position  
of Trustee

February 2024

## Welcome From The Chairman of The Board of Trustees at St Helena

Dear Candidate

We are seeking a new trustee to join our Board. This opportunity has arisen at an exciting time in our journey at St Helena. We have recently agreed a new 10-year vision and strategic direction. However, to achieve our vision we need to find a way through a perfect storm of spiraling costs and increased demand, at the same time as income from traditional fundraising methods is diminishing and inflationary pressures are increasing. To help with income we have set up a subsidiary trading arm to manage our growing range of commercial activities.

Already the lead organisation for palliative and end of life care in our area, we want to extend our reach and services to also become a key provider of complex frailty and dementia care. We are exploring moving to a new site and taking the opportunity that presents to develop business cases for new ventures that could be co-located with existing services.

We operate two very successful B2B lottery partnerships delivering lotteries for other hospices and charities across the country. We have recently launched a new home care service in partnership with a national franchisor. We have a growing retail arm, with an increasing online presence. We also have a well-established and successful fundraising operation. We want to build on this success and diversify even further.

You will be joining a welcoming, motivated, and supportive Board of Trustees, and you will find us a friendly and caring organisation to work with.

We are keen to hear from you if you would like to be a Trustee. Previous experience in a management or leadership role and of working at Board level would be an advantage. Ideally, we are looking for someone who is motivated by our social purpose, and who will help us develop and implement new ways of delivering care and support that improve outcomes and are financially sustainable. We will shortly be looking for a new Chair since I will be stepping down later this year or early next year, so there will be an opportunity for any Trustee to put themselves forward for the role. The successful candidate will be selected by the full Board and will work alongside me for several months to ensure a smooth handover. For those interested in being a future Chair some details of the role are attached at the end of this pack.

Thank you for your interest in this role at St Helena.

Nigel Pye

Chairman

Board of Trustees, St Helena

## Trustee Commitments

We support members of our community, helping them make their own choices and live with dignity. By focusing on their physical, emotional, and spiritual needs, we aim to bring comfort and relief to all those who need it, offering the people of north east Essex individual care and total support, regardless of their diagnosis or personal circumstances. We also help adults and children in north east Essex who have been bereaved, regardless of how or where their loved one died.

You will embody our values and have the ability to represent St Helena at events and with stakeholders. Ideally the successful candidate will have social and/or business networks they are willing to use to help further our ambitions, have strong interpersonal and communication skills, and be able to challenge.

Previous experience as a trustee or non-executive director would be an advantage but is not essential.

We welcome applications from people of all backgrounds.

This is an important role within a prestigious and much-loved charity and a great opportunity to give something back to the local community.

### **Time Commitment (1 day per month – see Chairman’s comments at the end)**

Trustees are typically expected to serve on one of our committees (either Corporate Governance and Risk; Finance and Operations; or Patient and Family Services) and to attend full Board meetings. Committees and the main Board each usually meet quarterly – Board and Committee meetings typically run from either 6-8pm or 8-10am. Board meetings are in person, Committee meetings are in person with the option to attend some via Microsoft Teams software.

There will also be occasional ad hoc meetings including catch ups with the senior managers relevant to the Committee/s served on. There is normally one full development day each year. A calendar of all trustee meetings is published for the year in advance.

For further information about the role, or to arrange a confidential discussion, please contact the Chairman, Nigel Pye. [npye@sthelena.org.uk](mailto:npye@sthelena.org.uk)

## About St Helena

We help local people face incurable illness, supporting them and their families, friends and carers. We also support people who are facing bereavement.

We reach out to members of our community, helping them make their own choices and live with dignity. By focusing on their physical, emotional and spiritual needs, we aim to bring comfort and relief to all those who need it, offering the people of North Essex individual care and total support, regardless of their diagnosis or personal circumstances.

We rely heavily on the help and generosity of our fundraisers, donors and volunteers. Without them we wouldn't be here.

The charity was founded in 1980, and we officially opened in 1985.

## Our values

Our values are about being:

- Bold
- Passionate
- Caring

## Our approach

St Helena wants people living in North East Essex to achieve the outcomes that matter most to them and their families toward the end of their lives. We believe the best way to achieve this is through engagement with local community, and partnerships with other organisations wanting to improve health and wellbeing.

St. Helena will work within annual budgets and annually reviewed risk-based levels of reserves, set by the Board of Trustees.

The hospice provides expert care and support to people living in North East Essex in inpatient and community settings. Our 24/7 SinglePoint service coordinates care across a range of local providers and hosts the My Care Choices Register. We support families, including children, pre- and post-bereavement. Each year we support over 4,500 people.

Further information:

- [St Helena Website](#)
- [Recent CQC Inspection](#)
- [Board of Trustees](#)
- [Financial accounts](#)

## Employer statement

The charity is an equal opportunities employer and committed to a policy of treating all employees and job applicants equally. The aim is for a workforce that will be truly representative of all sections of society, in which all employees feel respected and able to give their best.

It is the policy of the charity to provide equality and fairness for all. This includes taking all reasonable steps to employ and promote employees based on their abilities and qualifications without regard to race, colour, nationality, ethnic or national origin, religion or belief, disability, trade union membership or non-membership, sex, pregnancy/ maternity, gender reassignment, sexual orientation, married or civil partnership status, age, or being a part-time or fixed term worker. It opposes all forms of unlawful and unfair discrimination.

The charity strives to prevent unfair treatment by operating fair, objective and systematic procedures. The charity treats everyone with dignity and respect and is committed to creating a work environment free of harassment and bullying.

We are a Disability Confident Employer

We undertake equality impact assessments on the services we provide.

Our Board undertake a regular skills and diversity audit.

## How to apply

Thank you for your interest in this role.

**To formally apply**, please submit a CV and supporting statement (ideally maximum 2 sides of A4 each) that clearly outlines your suitability for the role against the criteria provided in the person specification, including your interest and motivation in applying for this position.

Please ensure that your application is emailed to [sedwards@sthelena.org.uk](mailto:sedwards@sthelena.org.uk) inserting “**Trustee – St Helena**” into the subject field.

We wish to encourage applications regardless of race, colour, nationality, ethnic or national origins, sex, disability, sexual orientation, gender reassignment, marital or civil partner status, pregnancy or maternity, age, income, employment, locality or religion or belief.

All applications will be considered solely on merit.

Disabled applicants are invited to contact us in confidence at any point during the recruitment process to discuss steps that could be taken to overcome operational difficulties presented by the job, or if any adjustments or support are required regarding the recruitment process.

## Timetable

Closing date: **Friday 26th April 2024**

Interview dates will be confirmed soon after the closing date.

Job description:	Trustee
Remuneration:	Voluntary
Term of office:	3 years (expectation of serving 2 terms – total 6 years)
Accountable to:	Chair of the Board of Trustees
Time commitment:	Approximately 1 day per month

The post-holder will be required to undertake a Disclosure and Barring Service check and to commit to undertaking mandatory safeguarding training. References will also be taken.

## Responsibilities as a Trustee

### Compliance responsibilities - Trustees must:

1. Ensure that St Helena complies with Charity law and with the requirements of the Charity Commission as its regulator; ensuring that St Helena prepares reports on what it has achieved, including Annual Reports, Annual Returns and Accounts as required by law.
2. Ensure that St Helena does not breach any of the requirements or rules set out in the Instrument of Government and Articles of Association of St Helena and that it remains true to the stated charitable purpose and objects.
3. Comply with the requirements of other legislation and other regulators (as applicable) which govern the activities of St Helena.
4. Act with integrity and avoid any personal conflicts of interest or misuse of Charity funds or assets.

### Duty of prudence responsibilities - Trustees must:

1. Ensure that St Helena is and will remain solvent.
2. Use charitable funds and assets reasonably, and only in furtherance of St Helena's objects.
3. Avoid undertaking activities that might place St Helena's endowment, funds, assets or reputation at undue risk.

## **Duty of care responsibilities - Trustees must:**

1. Use reasonable care and skill in their work as Trustees, using their personal skills and experience as needed to ensure that St Helena is well-run and efficient.
2. Consider getting external professional advice on all matters where there may be material risk to St Helena, or where the Trustees may be in breach of their duties.

## **Key responsibilities in relation to the local community:**

1. Represent St Helena publicly, to promote and defend its reputation and further develop its relationship with the local community.
2. Maintain careful oversight of any risk to the reputation and/or financial standing of the organisation.

## **Values**

The office holder must embody, and conduct business in a manner that reflects, the values of St Helena:

- Bold
- Passionate
- Caring

## **Personal Qualities**

The successful candidate will have:

- Tact and diplomacy
- Good communication and interpersonal skills
- Impartiality and objectivity
- Fairness and the ability to respect confidences
- Commitment to the organisation
- Willingness to devote the necessary time and effort
- Strategic vision
- Independent judgement
- Willingness to speak one's mind

It is desirable that the successful candidate will have experience of Board and Committee work at a senior level.

This job description should be regarded only as a guideline of the duties required and is not exhaustive. The nature of the post and the organisation is such that duties may be reviewed in the light of changing circumstances following consultation with the office holder.

The office holder is always required to act in accordance with St Helena policies and procedures.

## **The Role of Chair of the Board of Trustees – musings of the current Chairman.**

In the Articles of the Charity, the only duty of the Chair is to chair the board meetings and have a casting vote in the event of a hung vote, of course in reality there is more to it than that.

How the Chair interacts with the organisation between meetings will develop between the Chair, the CEO and other members of the Senior Leadership Team (SLT). You should expect to have regular (currently monthly) meetings with the CEO. It is also helpful to have flexibility to take phone or video calls with the CEO, or other SLT members, to offer advice or a sounding board on urgent matters.

You should meet Trustees individually and all together in an informal setting to ensure you understand the Trustees' mood and intentions so that you can guide the CEO appropriately between formal Board meetings.

You should take time to visit elements of St Helena's work, be it front line nursing, charity shops or the finance function to ensure you understand how the charity is run and also the mood of the staff.

You will be required to help find new Trustees and ensure a formal and rigorous process is used in their selection. You will also allocate Trustees to focus on specific areas based on their expertise, e.g. Clinical, Marketing, Risk etc,

With the CEO you will plan the Board Meetings – their timing, their agenda and any presentations to educate Trustees.

You will Chair the Remuneration Committee to decide on the salary of SLT. You are the CEO's appraiser.

We are currently contemplating the need to move to a brand-new site, which would require a considerable financial loan and a degree of risk. As Chair you will need a strong hand on the tiller to ensure a steady path is steered and maintained given the varying degrees of risk appetite among the Trustees. Depending on when you take over as Chair the initial decision may have been taken but you will probably have had a vote as a Trustee.

We are currently undergoing a review of our Governance which may mean moving from our current quarterly Board meetings to more regular meets. To compensate there would likely be less committee meetings between Board meetings. Depending on when you join you may be able to help us develop this work.

Being Chair of the Board of Trustees is a very rewarding experience. I will not hide the fact that it takes a fair degree of my time, about a day a week. But that is rarely one whole day at a time, usually a couple of hours here and there that mount up.

There is great use of IT and video conferencing is regularly used, so as a Trustee, proximity to St Helena is not essential, however I would say that as Chair it is highly desirable, (I live about 30 minutes' drive away).