

# IT Trustee



# Recruitment Pack

April 2024

## A welcome from our Chair of Trustees, Michael Sanders

Dear Applicant,

Thank you for your interest in joining the Nightline Association's Board of Trustees.

Since becoming a Trustee of the Association, I have learnt so much about the invaluable work done by Nightlines across the country. Our staff and volunteers at the Association make this possible and it is an honour to support them in my role on the Board as the Chair.

Like all organisations, we were significantly impacted by the COVID-19 pandemic. I am incredibly proud of the work that our volunteers, staff and partners did in that time to continue supporting students, and are continuing to do now as our affiliated Nightline services continue to rebuild.

We have ambitious plans for our future and hope that this coming year will be truly transformational for our charity and the wider Nightline movement. It is a very exciting time to join the organisation and to make a difference to the mental health of students across the country.

We are looking for a new Trustee to join our Board to help provide strategic oversight and leadership to the Association. We are especially looking for a Trustee with experience in IT, Digital, or Technology, who will be able to support the Board in overseeing some of the key services we provide to Nightlines.

While all applications will be judged against the same criteria, we especially welcome applications from those individuals from communities currently under-represented on our Board, in particular people of colour.

The following document outlines the role of Trustees at the Association, and the essential and desirable qualities we hope to find in the successful candidates. Thank you again for your interest in the role.



Prof Michael Sanders

Chair of Trustees

## About the Nightline Association

Nightlines are confidential and anonymous listening services run by students, for students. They provide peer-to-peer support at night when other services are often closed. Nightline services cover over 100 universities and colleges across the UK thanks to the efforts of over 2,500 trained student volunteers.

Nightline services across the UK are currently recovering from the effects of the pandemic, while continuing to deliver their services.

The Nightline Association is the umbrella charity that provides support, guidance, and quality assurance for Nightline services across the UK. The Association is run almost entirely by volunteers whose energy, skills and passion are the driving force of supporting and developing the Nightline movement. The support from the Association has become even more important in recent years, building relationships with stakeholders such as Students' Unions and Universities, and providing specialist advice and guidance on operating the service.

## About the role

We are seeking to appoint a new Trustee to provide strategic oversight and leadership for the organisation, particularly in the area of IT, Digital, and Technology.

The purpose of your role is to work alongside the other trustees to ensure that the Association is working towards its charitable purposes, is complying with all applicable rules and laws, and is making best use of its resources to achieve its aims. We are specifically looking for someone to provide us with the expertise to oversee our exciting digital transformation, product development and overall cybersecurity.

Being a charity trustee with the Association is a rewarding experience and gives a unique opportunity to support and shape a national mental health charity at the highest level. Now is an exciting time to join us as we have recently begun the transition from a volunteer-led organisation to a staff-led model, which is opening up new opportunities.

Trustees have legal responsibility for the Association's management and administration. They are ultimately responsible for the Association's work and are accountable to both the Association's legal members and its regulators such as the Charity Commission for the good governance of the Association.

Trustees take considered and informed decisions in the best interests of the Association. Trustees are not expected to be experts on all areas of their work but are expected to seek guidance and support where necessary and to bring their own knowledge and experience to contribute to discussions.

You can find out more about being a Charity Trustee from the [Charity Commission](#), the [Scottish Charity Regulator](#) and the [Charity Commission for Northern Ireland](#).

# Trustee with IT/Digital/Technology Experience

## Key Information

Role type:	Voluntary role, travel expenses reimbursed
Vacancies:	One
Term:	Three years Potential for further term(s) up to a maximum of six years
Start date:	June 2024 We are happy to discuss alternative start dates.
Location:	Remote, open to applicants resident in the United Kingdom, the Isle of Man, or the Channel Islands
Accountable to:	Board of Trustees, members & regulators

## Activities and Responsibilities

### Principal tasks & responsibilities

- Make decisions in the best interests of the Association
- Properly prepare for meetings of the Board and Committees in order to make informed and considered decisions
- Take an active part in meetings, listening to the views of others, assessing information, and contributing and challenging where necessary
- Communicate effectively with other trustees, volunteers, and staff in, and between, meetings
- Ensure professional advice is sought where needed in order to make properly informed decisions
- Be accountable to the Association's members
- Represent the Association at meetings and events
- Act as a spokesperson for the Association where appropriate
- Work with and support other trustees, senior volunteers, and staff

### Legal & Governance

- Ensure that the Association complies with its governing documents, charity law, company law and any other relevant legislation or regulations including reporting requirements
- Ensure the effective and efficient administration of the Association, including having appropriate policies and procedures in place
- Avoid any personal conflicts of interest and, where conflicts arise, ensure that they are declared and managed in accordance with the Association's governing documents

### Strategic & Risk Management

- Ensure that the Association pursues its stated objects, as defined in its governing document, by developing and agreeing a long-term strategy
- Ensure that the organisation's strategic plans align with safeguarding legislation, statutory guidance, and the safeguarding expectations of the Charity Commission and other regulators
- Assess risk and safeguard the reputation, finances, aims and values of the organisation
- Ensure that the organisational risk register reflects the safeguarding related risks
- Ensure that the Association defines its goals and evaluates performance against agreed targets
- Safeguard the good name and values of the Association and the Nightline movement

### Operational Oversight

- Follow proper and formal arrangements for the appointment, supervision, support, appraisal and remuneration of senior volunteers and staff

**Financial**

- Ensure the financial stability of the Association
- Protect and manage the property of the Association and ensure the proper investment of the Association's funds
- Ensure that the Association applies its resources exclusively in pursuance of its charitable objects (i.e. the Association must not spend money on activities that are not included in its own objects, however worthwhile or charitable those activities are) for the benefit of the public

## Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>Eligible to be a Company Director &amp; Charity Trustee (see “eligibility” below)</li> </ul>	N/A
Experience	<ul style="list-style-type: none"> <li>Professional experience in an IT/Digital/Technology Field, such as (but not limited to): <ul style="list-style-type: none"> <li>Software development</li> <li>Cybersecurity</li> <li>Technical programme/product management.</li> <li>Engineering management.</li> <li>Managing/overseeing technology-related projects, including financial components.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Strategy / business management with the ability to plan and develop the charity</li> <li>Previous experience with a telephone helpline or mental health charity (or similar)</li> <li>Managing and engaging volunteers and/or young people</li> <li>Previous experience as a company director and/or charity trustee</li> </ul>
Competencies	<ul style="list-style-type: none"> <li>Excellent communicator, verbal and written - approachable, clear and professional</li> <li>Strategic and creative approach - not being afraid to change the way we do things to improve outcomes</li> <li>A strong team-player – a contributor of opinion and thoughts, whilst having the ability to collaborate and be accepting of others views</li> <li>Logical approach to decision making - ensuring difficult decisions are taken calmly on the best available information, and with the beneficiaries of the charity in mind</li> </ul>	N/A
Knowledge	<ul style="list-style-type: none"> <li>Familiar with public Cloud technologies.</li> <li>Familiar with modern software development principles (SDLC, DevOps)</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of the Nightline movement and/or the wider student mental health sector</li> </ul>
Values	<ul style="list-style-type: none"> <li>Commitment to the vision and aims of Nightline Association</li> <li>Commitment to equality and diversity - seeking to ensure that Nightline best reflects the population it serves at all levels</li> <li>Professional integrity - leading a culture of honesty, openness, fairness and trust</li> <li>Willingness to give the minimum time</li> </ul>	N/A

	commitment	
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## Commitment

The core commitment for all trustees is to attend the following meetings, including time spent preparing by reading papers, asking questions and seeking advice in advance:

- **Board of Trustees.** Board meetings are held every three months. These are usually held at the weekend and last from about 10am - 3pm. One of these meetings is held in-person each year, with the others being online. Additional meetings may be called for urgent matters - these would be held online at weekends or in the evenings.
- **Trustee Committees.** All Trustees are expected to serve on at least one of the Trustee committees. Meetings are usually held online at weekends or in the evenings. The successful applicant to this role will sit on the Operations & People Committee, which meets quarterly.
- **General Meetings.** The Annual General Meeting (AGM) is usually held at our Annual Conference in the summer on a weekend. Additional general meetings may be called in extraordinary circumstances.

Trustees may also be asked to attend other meetings and away days during the year to help contribute to the development of the Association.

## Equal Opportunities

The Association is committed to providing equal opportunities to all. Previous board/trustee experience is not necessary and we welcome applications from candidates of all backgrounds. **We especially welcome applications from those individuals from communities currently under-represented on our Board, in particular people of colour.**

The shortlisting stage of the recruitment process will use anonymised applications to reduce the possibility of unconscious bias.

If you may require any reasonable adjustments as part of the application process (for example, a different format of the application pack, or adjustments for interview), please contact [applications@nightline.ac.uk](mailto:applications@nightline.ac.uk) to discuss these. We aim to accommodate all reasonable adjustments to ensure that all candidates are treated fairly.

## Eligibility

### Safer Recruitment & Safeguarding

We operate safer recruitment checks as part of our applications process. All appointments are subject to suitable references and our [vetting policy](#).

### Charity Trustee Eligibility

It is a criminal offence to act as a charity trustee if you are disqualified and have not obtained a waiver from the Charity Commission.

More details on the disqualification rules can be found [here](#).



If you are unsure if you are eligible for this role, you can contact [applications@nightline.ac.uk](mailto:applications@nightline.ac.uk). Enquiries about eligibility will not be considered as part of the decision-making process.

## How to apply

Instead of collecting CVs, we ask all candidates to [complete the application form](#) on our website and the anonymous [equal opportunities monitoring form](#). In your application we ask that you reflect on how you meet the person specification for the role and why you want to be a Trustee with the Nightline Association.

We will aim to shortlist applicants within 10 days of the closing date. We will inform all applicants whether they are shortlisted or not. Unfortunately we do not expect to be able to offer feedback to applicants that are not shortlisted.

Interviews are conducted over Google Meet (video optional), usually in the evenings due to the availability of our volunteers. Shortlisted candidates will be sent joining information and interview questions in advance of the scheduled interview time.

For any queries about the recruitment process or requests for reasonable adjustments to support your application, please contact [applications@nightline.ac.uk](mailto:applications@nightline.ac.uk).

For an informal chat about the role, please contact Matthew Axbey, Vice Chair of Trustees on [matthew.axbey@nightline.ac.uk](mailto:matthew.axbey@nightline.ac.uk).



Nightline Association is a charitable company  
limited by guarantee

Company no. 05436297

Charity no. 1112793 (England & Wales) /  
SC050834 (Scotland)

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