



Framework
For your future

Trustee/Board Member Recruitment Pack



Welcome

We are delighted that you are keen to find out more about this exciting opportunity to join Framework's Board of Trustees.

We are a vibrant and ambitious charity delivering services to homeless people and others with a range of support needs, including those in crisis. We offer a network of services that blend to suit the needs of those we assist – a safety net for some, and for others a platform for real and lasting change.

To meet our goals and address the significant challenges faced by service users, we need a Board that is able, engaged and diverse. We are therefore looking to enhance it further by making new appointments with relevant skills, a social conscience, and the commitment to make a difference.

In the twelve months to March 2024 we supported 18,000 individuals across Derbyshire, Leicestershire, Lincolnshire, Nottinghamshire and in Sheffield. We manage 1,300 units of supported accommodation and provide a range of associated specialist services. Our work encompasses street outreach, emergency accommodation, specialist supported housing, move-on units, community-based support, treatment and training.

The Board is proud to affirm that Framework responds to people in the greatest need, helps them in crisis, empowers individuals and changes lives.

Financial viability is an ongoing challenge in this field. In response, the Board's target is to increase the operating margin by raising more income and enhancing efficiency, as a sound basis for future growth. Funding for support services continues to fall in real terms, making it harder to deliver safe and effective services. Setting the priorities, and making difficult decisions if necessary, is a key role for the Board.

We are striving to create an organisation that reflects our society and the communities we serve. We continue to improve our practice around Equality, Diversity and Inclusion. Applications from minority groups and those under-represented in our organisation, are greatly welcomed.

We are keen to attract applicants who share the values and ethos of Framework and are committed to making a real difference to those we support. Energy, vision, commitment and enthusiasm will be key attributes for new Trustees/Board Members.

Meetings are held at our central office in Nottingham, however, applications are welcomed from across all the geographical areas in which we work. We are interested to hear from people, preferably with board experience, from any walk of life. Expertise in Finance and Risk and Housing and Supported Housing would be particularly welcome.

In addition, those with lived experience of the issues that Framework exists to address, are very welcome to apply.

Thank you for taking an interest in this role.



Ruth Hawkins
Chair of the Board



What would you be doing?

- Governing the organisation by creating and sharing a vision and strategy for Framework.
- Keeping a strong focus on the needs of service users and the outcomes for them.
- Monitoring financial performance within a challenging environment.
- Providing oversight, direction and constructive challenge to Framework's Chief Executive and the Senior Leadership Team (SLT).
- Establishing and overseeing processes to assess and manage the risks to the work of the organisation.
- Acting as an ambassador for Framework.

What are we looking for?

Framework needs Trustees/Board Members who are driven to champion what is right for our Service Users. This means creating the best possible services that can meet the fluctuating needs of those who are homeless and vulnerable, within the available resources. Trustees/Board Members must possess the ability to build and maintain credible, trust-based relationships with a diverse range of individuals including colleagues, staff, service users and stakeholders.

Whilst demonstrating strength and confidence in challenging and debating the critical, yet sometimes emotive, factors that drive performance, Trustees/Board Members need to be self-aware and open to feedback.

They contribute to the organisation's positive reputation by behaving in ways that reflect Framework's values, and models what Framework stands for both internally and externally.

At Board Meetings the challenge is to maintain a focus on the strategic or 'big picture' decisions rather than becoming submerged in matters of operational detail. A positive relationship between the Board, Chief Executive and Senior Leadership Team is crucial to the success of the organisation and all participants have a duty to promote this.

What are the Commitments, Rewards and Benefits?

Having read the above along with the job description, you may be asking:

'What do I need to commit to and what is in it for me?'

If appointed to the Board you would be working as part of a team of able, dedicated people from a range of backgrounds, sharing an unrivalled passion to deliver life-changing (in some cases, live-saving) services for some of society's most vulnerable individuals. You would have opportunities to create strong new connections as well as to develop your own knowledge by sharing with, and learning from, others who are experts in their own field.

This is a voluntary role and it is understood that Trustees/Board Members need to integrate it with family and other commitments. The basic time commitment is to attend up to eight Board meetings per annum, usually in Nottingham, plus one weekend away for the Annual Board Conference, periodic visits to services and the occasional ambassadorial event. In addition Board Members will also be asked to join one of the Board's three Committees.

Although the role is unpaid, we offer full reimbursement of all reasonable expenses.

About us

We are a Registered Charity, Registered Company Limited by Guarantee and Registered Provider of Social Housing delivering housing, health, employment and support services to people with a diverse range of needs. Regardless of their past or the challenges they face we empower people to establish a better, more independent future in which they can realise their aspirations and play a full part in the life of the community.

Our Vision

'People experiencing homelessness and related disadvantage are treated with dignity, respect and compassion and are empowered to meet their full potential'.

Our Values – Respond, Respect, Empower

Our values reflect the spirit and the ambition of our work; they remind us of how we should behave towards each other and those we support:

- We respond to people whatever the challenges they face.
- We respond to each other because our unity and teamwork allows us to achieve.
- We respect people whatever problems they bring.
- We respect each other – our choices, our differences, our expertise and experience.
- We empower the people we help to know better futures.
- We empower each other to make those futures a reality.

The People We Support

We work with more than 18,000 people every year – many of whom are homeless or at risk of experiencing homelessness or some other crisis. In broad terms they can be divided into the following groups:

- Young people including those who have been in care
- People with mental health issues
- People who misuse alcohol and/or illegal substances
- People with multiple and complex needs
- Current or former offenders
- Vulnerable women and families including victims of domestic abuse.

For more information about our services [click here](#).

Our History

On 1 July 2001 two Nottingham charities with similar values and complementary work – Macedon and Nottingham Help the Homeless Association (NHHA) – merged. The new organisation later became Framework.

In the years since then Framework has become one of the largest and most diverse organisations of its type anywhere in the country, helping people overcome crisis, stabilise their lives and realise their aspirations – helping well over 200,000 people in more than two decades.

Framework continues to change but everything we do is centred on an enduring commitment to serve – with a special focus on people who need us the most.

Find out more about Framework at www.frameworkha.org

The Selection Process

Prior to deciding to apply, you are welcome to meet informally with the Chief Executive Andrew Redfern and/or Chair Ruth Hawkins, to discuss the role via a digital platform. Please contact Nicol Maiella at nicol.maiella@frameworkha.org to arrange a mutually convenient time.

To apply please click this link [to be supplied by HR]. Please submit the following information:

- An up-to-date CV with any career gaps explained.
- A one page supporting statement explaining how you meet the needs of the role and how you can contribute positively.
- The names and contact details of two referees together with the nature of your relationship with them – these will be taken up only if you are selected for appointment.

Every application will be acknowledged once it has been received.

Shortlisted candidates will be invited to a formal interview on Wednesday 6 November. The panel will comprise the Chair of the Board, the Chief Executive, one other Trustee/Board Member and a Service User Representative. Selection will be based on the criteria in the desirable experience/expertise and the personal qualities specified in the Trustee/Board Member Role Profile.

A variety of supplementary information is available about Framework and the role of its Board. This includes our Corporate Plan, Annual Audited Accounts and the Trustee/ Board Member Role Profile.

Applications close at 11.59pm on Friday 4 October 2024.

