

# CHAIR OF TRUSTEES

Candidate Information Pack 2024



# Welcome from outgoing Chair

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Thank you for your interest in joining Victim Support as Chair of our board. I hope you enjoy learning a little bit more about us from this pack and by browsing our website. I would be delighted if this leads to you making an application.

This year we are proud to celebrate 50 years as the leading victims' Charity in England and Wales that supports people affected by crime and traumatic incidents. We provide personalised support to help people manage after crime and feel safer through a combination of dedicated specialist services as well as on-line support. We also inform victims of their rights and ensure their voices are heard throughout their support and beyond. We use the evidence from our experience of how crime affects Victims to influence stakeholders and policy makers to effect positive change. We are a wholly victim centric organisation - victims are at the heart of everything we do.

Victim Support is a substantial and important Charity. Last year we offered information and support to more than 730,000 people with more than 33,700 live chats and more than 23,600 calls to our 24/7 Supportline; over 140,000 people received specialist services from our dedicated skilled support workers, independent domestic abuse and independent sexual violence advisors and our volunteers throughout England and Wales. We are a truly independent organisation that delivers services both through local staff and volunteers embedded in the communities in which they live work, as well as nationally through services such as the National Homicide Service, our 24/7 Support line, our live chat service and our digital self-help platform, My Support Space.

Our services are delivered locally and nationally through competitively commissioned contracts and grants with regional Police and Crime Commissioners, Local Authorities and Government bodies across all crime types. We have a diverse workforce at all levels representative of the clients we serve and are committed to working in partnerships with other organisations where this can enrich our service propositions and reach into diverse communities. Our Trustee board includes those with lived experience.

In 2023 we recruited an exciting and impressive new CEO, Katie Kempen, who brings deep experience and passion for our cause. Earlier this year under Katie's leadership we launched our new strategy for 2024 to 2029 developed in partnership with our staff, clients, trustees and external stakeholders. It lays out the ambition and direction of the Charity for the next 5 years.

You would be joining, chairing and working closely with a dedicated board that is committed to supporting an incredibly talented executive team and amazing frontline staff to build a future where victims' rights are respected, their voices are heard and they feel well supported. After 7 years as Chair, I can say that it is a most stimulating yet challenging and fast moving environment and a role I have found utterly fulfilling and I will leave with the greatest respect and admiration for the senior management, staff and volunteers of this great Charity. I will hugely miss the role when I stand down. It would be great if you were to join us to continue our journey.

**Andrew Tivey, Chair**



# About us

Victim Support makes a profound difference to the lives of the people we support.

We provide free, independent and confidential support to people affected by crime or traumatic events, helping them move forward with their lives. We also work to understand the issues that victims and witnesses face and seek to bring about positive change.

***We are local*** ...our skilled local staff and volunteers are embedded in the communities in which they live and work.

***We are national*** ...we provide services for people across the whole of England and Wales.

***We are independent*** ...of the police, the government, local authorities, immigration services and the criminal justice system.

***We are inclusive*** ...and positively strive to meet the needs of different people taking deliberate action to create environments where everyone feels respected.

***We make a difference*** ...and ensure the quality of all our services through our continual improvement approach.



## Our purpose

We exist to support victims to move forward and bring change through their voice.

## Our vision

We are working towards a future where victims' rights are respected, their voices are heard, and they feel well supported.

## Our mission

We provide a range of specialist services for victims, witnesses and survivors that are tailored to individual needs and informed by evidence.

Our values drive the way that we work, deliver services and engage with each other and our partners, they show that I CARE: Integrity, Compassionate, Accessible, Resolute and Empowering.

## We will:

- Enable people to feel safer and more informed about strategies to reduce risk.
- Empower people to access their rights and entitlements.
- Listen with compassion, validate people's experiences and help people move forward.
- Support people to be heard and campaign for improvements in victims' rights.

For further information about how we are run, the types of crimes we cover and our geographical spread, visit our [website](#).

# Our strategy 2024 - 2029

2024 is our 50th year and we are excited by our new strategy which will take us to 2029. Building on the success of our previous strategy, which provided continued support to people affected by crime, our new strategy aims to not only continue this vital work but also drive systemic change for victims across England and Wales.

We have six strategic priorities:

<p><b>1</b> <b>Using our voice and influence</b> We will be a recognised, trusted and nationally prominent victims' voice. We will influence required reform at a national and local level.</p> 	<p><b>4</b> <b>Utilising our insight</b> We will make the most of implementing learning and insight from our services in order to provide the most efficient and effective services, and to articulate the best services and pathways for victims.</p> 
<p><b>2</b> <b>Enhancing our strengths</b> We will be ambitious leaders in our areas of strength in order to ensure that the highest number of victims can access the services that they need to move forward with their lives.</p> 	<p><b>5</b> <b>Supporting our people and culture</b> We will focus and unite on delivering for victims, recognised as an employer and volunteering opportunity of choice. We are an organisation where learning and improvement are at the heart of how people work and interact.</p> 
<p><b>3</b> <b>Delivering quality and innovation</b> We will embed a culture of quality and innovation, delivering victims' services of a high standard.</p> 	<p><b>6</b> <b>Reaching victims</b> We will be a well-run, financially stable organisation that effectively responds to the need for victims' services.</p> 

To read more about our strategy, please visit our [website](#).

# The role

The role of the Chair is, in addition to sitting as a trustee, to provide leadership and direction to the Charity's Board, guiding and supporting Trustees in fulfilling their responsibilities for the overall governance and strategic direction of the organisation. This includes strategic planning; risk/opportunity management; ensuring that the Board operates within its charitable objectives; adhering to the Articles of Association; and ensuring the sound financial health of the charity, with systems in place to ensure financial accountability.

Our new Chair must be able to demonstrate the following:

- A strong commitment to the work of VS.
- Good, independent judgement.
- Support relationships between Board and the Chief Executive and senior leadership team, including mentoring and constructive challenge.
- An ability to think creatively.
- A willingness to speak your mind, but listen with respect to the views of others.

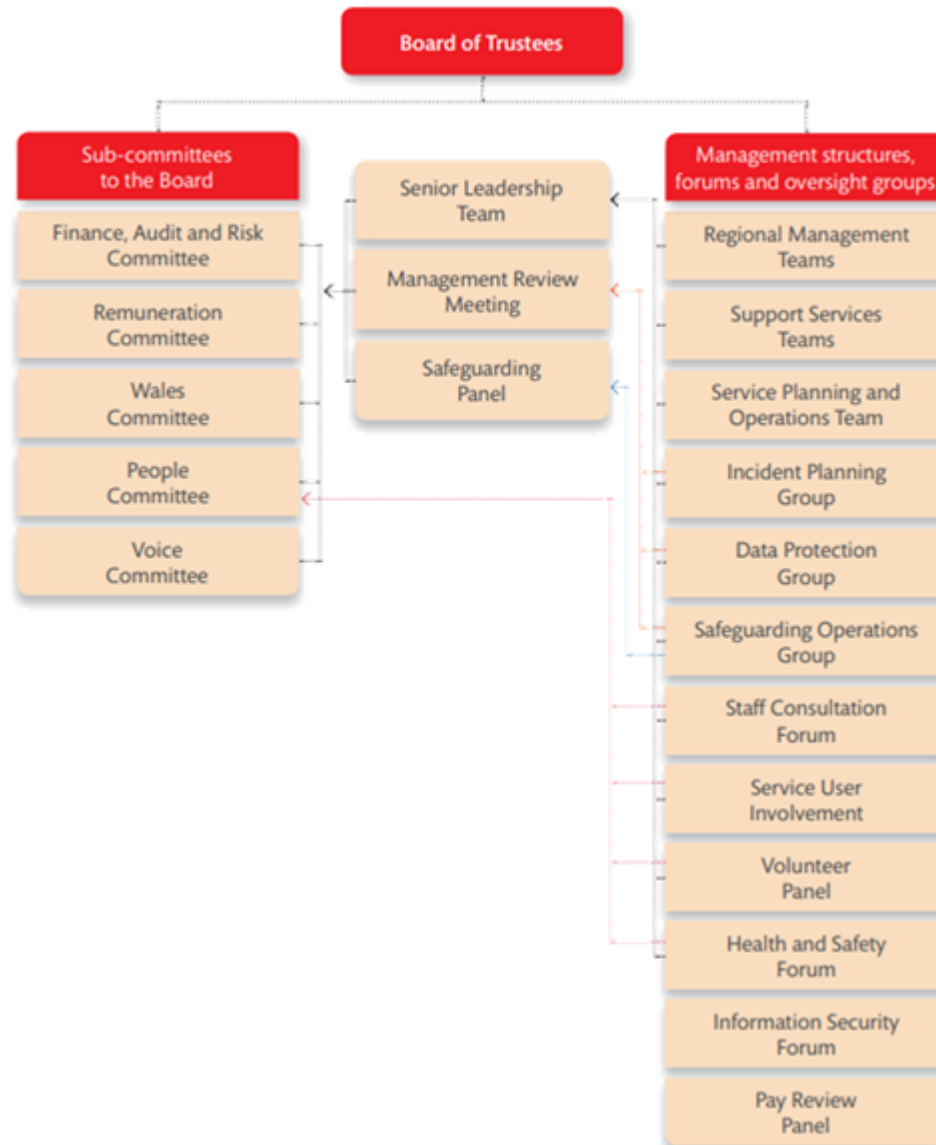
Our Chair will need to:

- Lead the Board of Directors to ensure that Victim Support is an effective charity that delivers support for victims and brings change through their voice.
- Chair meetings effectively, promoting a transparent and open culture while ensuring that clear decisions are reached and appropriately recorded.
- Meet regularly with the CEO and support, motivate and constructively challenge them including leading their annual performance appraisal.
- Have a sound understanding of the obligations of acting as a Trustee.
- Review board structures, skills and committees.
- Act as ambassador for the cause and the Charity, representing the charity (where appropriate) at key meetings and events.
- Be able to drive awareness of the charity to relevant stakeholders, including the public, relevant government departments and the wider victim support sector.



# VS Board structure

## Governance structures



# Further information

Time commitment for this role is around two days per month including:

- Four Board meetings.
- One in person strategy day.
- Four online Finance, Audit and Risk Committee meetings (generally two hours long).
- Two online Remuneration Committee meetings (generally two hours long).
- A weekly catch up with the CEO (generally one hour long).
- Meetings are a combination of online and face to face. Face to face meetings are held in a variety of locations across England and Wales.
  
- This is an unpaid position but reasonable expenses will be reimbursed.
- The successful candidates will need to declare their eligibility to be a trustee and complete a DBS check.
- Trustees (inc. the Chair) are appointed for an initial term of three years, with the possibility of extension for a further period of three years.
- All Trustees are individually and legally responsible for the charity they govern. If you would like to find out more about these responsibilities, click the [website](#) to read the the Charity Commission's helpful guidance.



# How to Apply

If you would like to apply for this fantastic opportunity, please provide the following with your application:

- An up to date CV, no longer than two A4 pages with details of two referees (we will not contact them without your prior permission).
- A supporting statement, no longer than two A4 pages which addresses: a) how your skills, experience and personal qualities meet our requirements; b) demonstrate an understanding of risks and opportunities facing the charity and c) your thoughts on how you would support the charity to implement its five year strategy.



All applications should be sent to:

[applications@trustees-unlimited.co.uk](mailto:applications@trustees-unlimited.co.uk)

If you would like a confidential discussion about the role, please contact Melissa Baxter at Russam & Trustees Unlimited on:

[melissa.baxter@russam.co.uk](mailto:melissa.baxter@russam.co.uk) / 07789 985229

While not essential, we particularly encourage applications from individuals who are currently underrepresented on our Board, including those from LGBTQ+ communities, diverse racial and ethnic backgrounds, and people with disabilities.

## The next steps...

Closing date for applications: Monday 2nd September 2024

Interviews with Victim Support: Thursday 19th and Friday 20th September with an opportunity to meet key stakeholders during the previous week. VS may also wish to hold second interviews.

*We look forward to receiving your application.*