



Members at our Stones End Day Centre, 2024

Becoming a trustee

Recruitment Pack

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About Age UK Lewisham and Southwark (AUKLS)

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We are a local, independent, self-funded charity that exists to improve the lives of older people in Lewisham and Southwark, and have been working to achieve this for more than 40 years. We work to our core values which include being fair and equal as a service provider, employer and partner. We enjoy an open and participative working environment, where teamwork, collective responsibility and delegated authority are central to this process. A key element of all roles is to develop and maintain the organisation's working ethos and culture.

Our Purpose and Vision

To improve the lives of older and vulnerable people in the London Boroughs of Lewisham and Southwark, working towards a future in which older people are valued, safe and empowered to make choices about their lives

Our Mission

Age UK Lewisham and Southwark aims to empower and enable older people to lead fulfilled lives by:

- Providing services and support that address poverty and isolation
- Protecting the human rights of local older people
- Promoting health and wellbeing
- Connecting older people with their communities
- Working positively with partners across all sectors

Our Values

- We recognise older people as individuals with diverse talents and needs
- We are fair and equal as service provider, employer and partner
- We are opposed to ageism and discrimination in all forms
- We are collaborative in our approach to work
- We are a dynamic, credible, trusted and sustainable organisation

Our Strategic Aims

- To deliver services that people want and need
- To proactively identify and respond to local needs
- To maintain and increase the resilience of AUKLS



Our services

**In
Southwark**

- The Healthy Living and Learning Centre provides activities for older people living independently like Cheerleading Dance Classes or Pasta Making.
- Our Stones End Day Centre welcomes older adults with care and support needs.
- Ageing Well Southwark helps older people to find out about all the support and services available to them locally.
- The Handyperson service helps with a wide range of jobs in our clients' homes to keep them living safely and independently.

**In both
boroughs**

- The Information and Advice service helps older people to understand their rights and options to maximise their income, access the right care and decent housing.
- Happy Feet provide a toe nail cutting service.

**In
Lewisham**

- Community Connections helps vulnerable adults aged 18+ to find the right support and services for their health and wellbeing.
- Our volunteer-led services match befriending volunteers with isolated adults for a weekly chat and transport volunteers to vulnerable adults who can't use public transport to appointments to accompany them.
- Our Macmillan projects support clients affected by cancer to access local services and resources, while also raising awareness across the community about the help available.
- The Lewisham Dementia service runs enjoyable activities for people with dementia and their carers.

What our service users say about us

I am extremely grateful for the kindness and love of you and your colleagues. This kindness of yours in the end year was divine gift for me and I will never forget it.

I felt comfortable and reassured.

Thank you very much for all the care you've taken, and thank you very much indeed for the volunteer's visit.

Good service you have going on there!

Thank you so much for all of your help. It was so lovely to speak to an actual person rather than a machine for once!

Many thanks for your help. A warm and non-abusive conversation made it possible for me to put my pride aside and pursue getting support from the service you recommended. Your approach was compassionate and respected my dignity. God bless and empower in all that you do.

Thank you very much for the help today. Even if it didn't seem so, just the talking a little kind of gave me a slight sigh of relief and relaxed a bit more from the extra help. I will definitely try and go there probably Monday if I can.

Thank you to all the staff at Community Connections – you are all amazing!

I learned so much from Leanne, who worked dedicatedly with me-- about the language of fundraising bids, how to answer funders' questions, how to calculate how much to ask for, presenting a budget, editing and refining applications and more. I also learned so much about how to tell our organisation's story and convey our impact as well as framing up a budget. Leanne was a delight to work with and so good at her job. I can't emphasise enough how beneficial this programme was.

What our staff say about us

I've thoroughly enjoyed the bonds I've created with the staff at Age UK Lewisham and Southwark and really appreciate how friendly and welcoming everyone here is. Everyone is always so willing to help each other which really makes you feel like part of the team and an integral part of AUKLS. I enjoy the autonomy we have over our caseload and like that we're given opportunity to be creative within our role – it's never a boring day at AUKLS!

I love working for Age UK Lewisham and Southwark because it allows me to support vulnerable adults and people who experience chronic loneliness and isolation daily. I love that I can contribute significantly to a harmonious society, especially in communities that most need collaborative endeavours. As a new Community Facilitator, I am impressed and fascinated by how supportive, friendly and involved all my colleagues are, including the management team. I love how empowered in making decisions and how autonomous we are allowed to be in our work with our lovely clients, who are at the core of the solutions to their situations and only need a little encouragement to pursue taking care of their well-being in a creative, fun, yet effective manner.

When I first joined AUKLS, I had a goal to improve my professional skills, and I have certainly achieved this. AUKLS provides a great environment for employees to develop professional skills through training and the flexibility and autonomy we're given within the role. Working at AUKLS has increased my confidence and allowed me to enhance my communication, problem-solving and interpersonal skills.

I feel very grateful to be working at AUKLS. There is a working culture of openness, creativity and sincerity. The managers encourage us to bring our own personalities to the role, and there is lots of support available. The job allows you to empower people to make small and big changes, and seeing how our work impacts people's lives to increase their agency and improve their wellbeing is a great joy of the work!

Role Description

ROLE:	Trustee
LOCATION:	Board meetings are normally held in person at the Stones End Day Centre in Southwark. Whilst hybrid participation may occasionally be possible, the Board places a strong emphasis on in-person attendance to support effective discussion, decision-making and relationship-building.
COMMITMENT:	4 Board Meetings, 1 annual away day & membership of at least one sub-committee (typically 4 meetings per year), plus occasional engagement between meetings
TYPE:	This is a voluntary role. Reasonable expenses incurred in relation to trustee duties can be reimbursed, subject to prior agreement with the Chair or Chief Executive

Help shape better lives for older people in Lewisham and Southwark

Age UK Lewisham and Southwark is a dynamic local charity committed to improving the lives of older people across two of London's most vibrant and diverse boroughs. We support over 5,000 older people each year through life-enhancing services: from day centres to advice, befriending to wellbeing activities, and much more.

As part of the national Age UK network, we combine grassroots community knowledge with trusted service delivery. Our goal is a community where older people are valued, supported, and empowered to lead fulfilled lives.

Purpose of the Role

Trustees are responsible for the overall governance, strategic direction and financial sustainability of Age UK Lewisham & Southwark.

Working collectively as members of the Board, trustees ensure that the charity remains true to its charitable purposes, delivers public benefit, complies with its legal and regulatory obligations, and operates in line with its values.

Age UK Lewisham & Southwark supports older people and other vulnerable members of our communities, helping to reduce poverty, loneliness, exclusion and inequality, and enabling them to live with dignity, independence and connection.

Role of the Board

The Board of Trustees is collectively responsible for:

- Ensuring that the charity complies with its governing document, charity law, company law and other relevant legislation and regulations.
- Ensuring that the charity pursues its charitable objects and delivers public benefit.
- Setting the charity's strategic direction and overseeing progress towards agreed objectives.
- Safeguarding the charity's assets, reputation and long-term sustainability.
- Ensuring appropriate financial oversight, stewardship and accountability.
- Monitoring organisational performance, impact and risk.
- Ensuring effective governance, internal controls and compliance arrangements.
- Supporting a culture of safeguarding, inclusion and organisational learning.
- Appointing, supporting and holding the Chief Executive accountable for organisational performance.

Responsibilities of Individual Trustees

Individual trustees are expected to:

- Prepare for and attend Board meetings.
- Read Board papers and contribute actively to discussions and decision-making.
- Exercise independent judgement while upholding collective responsibility.
- Provide constructive challenge, support and scrutiny.
- Contribute relevant knowledge, skills and experience to the Board's deliberations.
- Act at all times in the best interests of the charity.
- Maintain confidentiality where appropriate.
- Champion the charity's mission, values and reputation.
- Participate in at least one Board sub-committee or working group.
- Undertake induction, training and ongoing development relevant to the role.

How to Apply

Please send a CV and a short covering note outlining your interest to: recruitment@ageuklands.org.uk. We welcome conversations ahead of application—please contact our Chair of Trustees via chair@ageuklands.org.uk.

Person Specification

Essential Qualities

All trustees should demonstrate:

- Commitment to the charity's mission, values and objectives.
- Integrity and a commitment to the Nolan Principles of Public Life.
- Strategic thinking and sound judgement.
- Ability to analyse information and contribute to informed decision-making.
- Willingness to provide support, scrutiny and constructive challenge.
- Ability to work collaboratively as part of a diverse Board.
- Commitment to equality, diversity, inclusion and dignity.
- Understanding of, or willingness to learn about, the responsibilities of trusteeship.
- Willingness to devote adequate time and attention to the role.

Desirable Experience

We welcome applications from people with a broad range of professional, voluntary and lived experience. As a place-based charity serving Lewisham and Southwark, we are particularly interested in trustees who live, work, volunteer, or have strong connections to our local communities and can bring local knowledge, networks and insight to the Board.

The Board is seeking to strengthen its collective skills and experience in the following areas:

- Safeguarding.
- Health and social care.
- Fundraising and income generation.
- Legal and regulatory matters.
- Property, facilities and building management.
- Partnership development and collaborative working across the voluntary sector, NHS, local government, housing or wider community networks.

We do not expect individual trustees to have expertise in all of these areas. The aim is to strengthen the Board's collective skills, experience and perspectives.

Safeguarding Lead Trustee

The Board seeks to appoint at least one trustee willing to serve as the Board's Safeguarding Lead. The Safeguarding Lead Trustee will provide strategic oversight and assurance of safeguarding governance, support the Board in maintaining effective safeguarding arrangements, and help ensure safeguarding remains a priority across the organisation. This is a governance role and does not involve operational management of safeguarding cases.

Commitment

Trustees are expected to make a modest yet active commitment to the organisation, including:

- Attendance at four Board meetings each year.
- Attendance at one annual Board away day.
- Participation in at least one Board sub-committee.
- Occasional engagement between meetings.
- Attendance at induction and relevant training sessions.

Appointment Terms

Trustees are appointed in accordance with the charity's governing document and applicable charity and company law.

The role is voluntary and unpaid. Reasonable expenses incurred in carrying out trustee duties may be reimbursed in accordance with the charity's policies.

Equality, Diversity and Inclusion

Age UK Lewisham & Southwark is committed to building a diverse and inclusive Board. We welcome applications from people of all backgrounds and particularly encourage applications from groups that are currently under-represented in charity governance.

Equity, Diversity and Inclusion



Age UK Lewisham and Southwark is fully committed to equal opportunities and any discrimination or harassment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation will not be tolerated. If you would like to see our full Equal Opportunities & Valuing Diversity Policy, please contact recruitment@ageuklands.org.uk.

We are committed to providing equal opportunities for everyone regardless of their background during any recruitment process. We acknowledge that people from certain backgrounds are under represented in volunteer roles, as in the wider workforce and we are committed to doing everything we can to correct this.

We are particularly keen to receive applications from: Older people; Black, Asian and minority ethnic people; disabled people (including hidden disabilities) and/or neurodivergent people; people who identify as LGBTQ+; people with experience of mental health issues; parents and/or carers; migrants; people who identify as working class now or in the past; and people at the intersection of these experiences.

We are committed to inclusive and fair working practices, so during the application process we will make reasonable adjustments for individuals with disabilities and/or neurodivergence.

A supportive working environment can be defined as an environment where contribution is recognised, encouraged and rewarded. Staff and volunteers alike expect to be encouraged to develop personally and professionally and to acquire new skills. All staff and volunteers must promote this environment as part of their roles and responsibilities.

AUKLS is proud to be a Disability Confident Committed Employer.