

Trustee Recruitment 2025





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Thank you for your interest in the role of Trustee with Carers Support West Sussex.

Three out of five of us will at some point in our lives be an unpaid carer to a family member or friend. It is a role we often don't choose but can be wonderful as well as tough. At Carers Support West Sussex we are working towards a world where carers are seen, heard and included. In 2024 we started delivering on a five-year contract with West Sussex County Council to support carers and in the next year will be revisiting our strategy as we look for innovative ways to provide carers for the support they need.

Our ambitions are to do more for and with those we support, to help more family and friend carers across the region. We have more than 90 employees and over 40 volunteers. We benefit from a highly dedicated Board of Trustees, each committed and motivated to help the Charity realise its ambitions.

We are looking for two new Trustees, willing to bring energy and enthusiasm to the role, and who will broaden the diversity of thinking on our Board. We are particularly interested in hearing from people with experience, and skills in Media Management/PR & Comms, Corporate Fundraising or Carers / NHS Operational delivery.

Whether you are looking to give back as a result of your personal experience as a carer and desire to share your insight and experience, or to share your professional and/or technical experience, we are looking forward to hearing from you.

Neal Young - Chair
Caroline Pope - CEO



About Us

We are there for unpaid carers when they are most in need.

- We are a carer-facing helpline providing information, guidance, and practical support. We act as a gateway to emotional support, specialist services, peer connections, and learning opportunities for carers
- We work with carers, communities, and partners in the county of West Sussex and throughout the South East of England.
- We meet carers where they are at on their carer journey asking the right questions at the right times, offering them recognition and empowerment, as well as a sense of community from their peers.
- We know that mothers, sons, fathers, daughters, friends, lovers, partners, husbands, wives, and family do so much for others every day while trying to maintain a life for themselves.

[Read about our impact here.](#)

Vision

Carers are at the heart of our strategy. Imagine a world where carers do not have to fight to be heard and recognised. A world where carers feel valued and supported for who they are and what they do.

Values

- We are focused, putting carers at the heart of everything we do.
- We act together, working with and for carers, the communities they live in and the people that can make a difference to them.
- We are leaders, working with each other to find potential and opportunities across all communities, enabling carers to be identified and involved.

Strategy Aims and Objectives 2021-26

Our Trustees, employees and volunteers worked hand in hand with carers to review who we are, what we aspire to and what we must do to achieve it. We heard from 1,000 carers, held six carer focus groups and heard from almost 200 other individuals and organisations. Our team also held several organisation-wide strategic development workshops. The findings from this extensive research, conducted in 2020, informed the 2021-2026 strategy which you can read in [full here](#).



Trustee Recruitment

Overview

A leadership role in governing our charity.

We are looking to recruit Trustees who have interest, enthusiasm and energy to help with our support to unpaid family and friend carers in West Sussex.

As a Trustee you will get involved in:

- Setting the strategic direction of the charity.
- Supporting the Leadership Team with your guidance, experience and expertise monitoring progress.
- Acting as a link and being an ambassador for the charity in the local community.

In particular, we are looking for individuals with either a background in Media Management/PR & Comms, Corporate Fundraising or Carers / NHS Operational delivery. Ideally with some knowledge or direct experience of the role of a carer and the challenges that they face. Within our Board we look to embrace diversity of background, life experience, career path and thinking.

As a Trustee you will be working with colleagues to help our charity continue to make a significant contribution to the well-being of carers in our local communities – it as an enjoyable and satisfying role and provides you with opportunities to learn and to meet a range of people from the world of charity.

Trustee Board Responsibilities

The Board must ensure the charity is solvent, meets its charitable objectives and complies with charity law:

- Ensure CSWS complies with its governing document, charity law and with the requirements of regulators - The Charity Commission and Companies House.
- Implement company policies and practices in the context of furthering charitable objectives.
- Support the Chief Executive and Leadership Team in their roles.
- Maintain effective Board performance and ensure the effective and efficient administration of CSWS including funding, insurance and premises.

Trustees need to use reasonable care and skill to ensure the charity is well-run and efficient and must seek external advice where needed to ensure:

- The charity has the money it needs and commits and spends it sensibly on the activities for which it was received.
- The charity is compliant with the law, including preparing reports and accounts to send to the Charity Commission.
- The charity does not break the rules in its governing document the Articles of Association.
- The charity delegates day-to-day operations to management and staff.

Role Description

CSWS currently has 9 Trustees, including the Chair. We are looking to add a further two Trustees to our friendly and inclusive Board.

Trustee Duties:

- Ensure CSWS charity is solvent and financially stable and help the charity generate more income.
- Provide collective strong governance, leadership and overall control of the charity.
- Set strategy and policy and contribute proactively to the work of the Board.
- Use skills and experience to direct how the charity is run, ensuring efficiency.
- Work collaboratively with the Board to make well-informed decisions about the charity.
- Act responsibly and only in the interests of the charity and take external advice where needed.
- Follow the law and rules in the charity's governing document.
- Ensure that Carers Support West Sussex meets all contractual requirements.
- Define organisational objectives and targets in close cooperation with the Chief Executive, and monitor and evaluate performance and outcomes.
- Protect and manage the property of the charity and diligent investment of charity funds.
- Work with the Board to appoint the Chief Executive, agree on Director-level remuneration and targets, and monitor performance.
- Take a special interest in your area of expertise and advise the Board on related decision-making.
- Participate in Board subcommittee groups such as FRC, HRC or ODC.
- Stay informed about changing national and local policy impacting on carers.
- Share relevant and useful knowledge and information with the Board and Management.
- Represent the Board and organisation at external events and host CSWS visitors, partner organisations colleagues, CSWS Patron and other VIPs and guests as agreed with the Chief Executive.
- Help raise the profile of the charity to generate interest and funding, and safeguard the good name and values of the organisation.

The above list of duties is indicative only and not exhaustive.

Trustee Participation and Time Commitment

The Board meets 4 times per year. Two of the meetings are face to face with a workshop starting after lunch followed by the Board meeting and the other two being virtual Board meetings on MS Teams held late afternoon.

The work of the Board is supported by three subcommittees you could get involved with, which meet 4 times a year online between main Board meetings at times agreed to suit their membership:

- Finance & Risk Committee (FRC) – covers finance, risk & systems.
- Human Resource Committee (HRC) – covers HR, training & development.
- Operational Delivery Committee (ODC) – covers all charity operations, projects & activities.

Our priorities are set out in our Strategy and Business Plan: primarily to continue to grow our charity services; generate additional income; being the front door for carers across West Sussex; integrating with social care; health and community wellbeing services; focusing on building carer-friendly local communities; investing in IT & digital services and achieving excellence in our service delivery and practice.

Person Specification

We are looking for individuals who share a strong empathy with our mission and bring a collaborative, respectful approach to working with others. Excellent communication skills are essential, along with a willingness to contribute actively to the life and development of the Board.

In addition, we would welcome Trustees who can bring some or all of the following:

- A good standard of IT literacy – comfortable using email, video conferencing, and online documents.
- Experience of working in a remote or hybrid way, and the ability to engage effectively in virtual meetings.
- An understanding of the opportunities and challenges facing small charities.

Above all, we are seeking people who are passionate about making a difference for unpaid carers across West Sussex and are committed to good governance and inclusive decision-making.

Key skills we are seeking in 2025

Media Management/PR and Comms - Individuals will have experience in digital marketing, social media strategy, and/or digital service delivery, with a solid understanding of how these tools can support non profit growth, engagement, and impact. You'll help provide strategic guidance on our digital presence, support digital innovation, and ensure our online platforms align with our purpose and values.



Charity Fundraising - Individuals will have a proven track record in charity fundraising, at a mid to senior level with a deep understanding of various fundraising streams such as grant funding raising, corporate fundraising or individual giving.

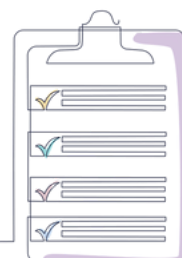
Health and Social care operational delivery - Individuals will bring valuable insight from either a caregiving background or operational experience within the NHS. You will have a strong understanding of the challenges faced by carers or frontline Health and Social Care services, with the ability to offer strategic guidance on service delivery, partnership working, and policy impact. Your professional experience will help ensure our work remains relevant, effective, and responsive to the needs of carers.

Additional Skills, Knowledge and Experience

CSWS would welcome candidates with wide ranging experience in some of the following areas.

- Involvement in a minority community group or organisation.
- Understanding of our local LGBTQ and/or faith-based communities.
- Strategy, business and service development.
- Solution-focused, innovative, forward-thinking and creative.
- A 'People Person' with diplomacy who communicates easily.
- Understanding of the issues carers face or experience of being a family or friend carer, services for carers or care and health services.
- Understanding of the community and voluntary sector, not for profit principles, need for fundraising and keen to increase non-statutory income.
- Committed to equality and diversity and able to help CSWS drive a culture of continuous improvement in these areas.
- Willingness to travel across West Sussex to meetings and service delivery settings, Trustees often share lifts or use public transport, whichever is easier.
- Awareness or knowledge of West Sussex towns and villages' geography, communities and local organisations.
- Understanding of governance principles in a medium to large organisation. Able to interpret and give feedback on CSWS data and information, reports about carer and staff surveys.
- Sound judgement, integrity and commitment and being a good team player to work with other Trustees and managers in directing, decision-making.
- A sound understanding of the voluntary sector in West Sussex and the specific challenges faced by charities in delivering services at a local level.

Prior Trustee experience is welcome but not essential—enthusiasm, appropriate knowledge and expertise, and a commitment to our cause are key.



Trustee Induction

CSWS is committed to providing an induction to help new Trustees develop their understanding of the charity as well as further training for Trustees as and when needed. A Governance Action Plan ensures that appropriate arrangements are in place.

CSWS will provide necessary information and induction training. Good to read are the Charity Commission 'The Essential Trustee', 2015 and the 'Charity Governance Code', 2017 covering principles and recommended practice.

Our Commitment to Equality, Diversity and Inclusion

As a charity, we need a diverse range of people on the Board to represent all aspects and areas of the wider West Sussex community. We are proud to be an equal opportunities employer and we value the contribution each individual makes to our work. We have striven to build a diverse and inclusive working environment where all staff feel empowered, respected and valued.

We aim to achieve a Board and workforce that is diverse and inclusive, reflective of the communities and individuals we support throughout the region. We recognise that in particular people from Black and Asian communities and other minoritised ethnic groups are under-represented on both charity boards and in charity leadership, as are disabled people. We welcome and encourage people from these historically excluded groups to apply.

Applicants are encouraged to highlight any specific adjustments needed to enable participation in the recruitment process.

Location

While we are West Sussex based, it is not essential that our Trustees are, although it is expected that they will live within a reasonable commutable distance of the county.



Additional Information

Voluntary

The role of Trustee is unpaid, our Board of Trustees are all skilled volunteers. All give around 5-10 hours of unpaid time per month to the charity, dependent upon their other commitments. Expenses for travel may be claimed.

As a charity Trustee your role is to ensure the charity is well-managed, complies with laws, uses resources responsibly, and works effectively toward its mission, always acting in the charity's best interests. We encourage Trustees to be involved in getting to know our services; this varies as some Trustees work full-time whilst others do not work or are retired.

Keeping in Touch

Recognising the importance of the Board in governance - to fulfil this role it is important that Trustees can keep in touch with staff and services as well as being part of the formal collective governance structure. As we are a growing, changing, developing organisation which needs direction, it is important that Trustees know what is going on.

Checking Performance

Governance arrangements must ensure that Trustees can be confident that our teams, services and programmes provide 'excellence' but that CSWS is also managing risk well. This entails monitoring quality and continuous improvement, innovation, development and organisational risk; most importantly checking that we use funding responsibly, and that support carers receive from us is the best it can be.

Contribution

It is an opportunity to combine personal motivation and passion with personal or professional knowledge, skills, background, experience and understanding to support unpaid family and friend carers. A broad mix of skills brings greater flexibility to help us overcome challenges. Whilst this is a statutory role with the Board, there is opportunity to get involved as time and individual interest allows.

Caring and Professional, Diverse and Local

We rely on a mix of great staff and volunteers and warmly welcome new Trustees who will sign up to our values and fully embrace our culture as a caring and professional fundraising provider charity. We need creative, committed people who are enterprising and forward thinking, who have strong communication skills and who enjoy networking. Engaging local people to become 'Carer Friends' in a range of supporter roles and linking with community in a range of different ways will be increasingly important to our profile and our funding growth.



Rewarding

Being on the Board is a chance to be part of a developing charity and to make a lasting difference. Given the diverse backgrounds and transferable skills of our Trustees, there are various opportunities to support service areas. This may include advising on the delivery of CSWS priorities, such as identifying growth opportunities, supporting bid proposals, fundraising, campaigning, or contributing to carer events. Trustees can also play an active role in Board sub-groups, working groups, or service planning activities.

In Touch with Carer Experiences

Trustees may enjoy directly engaging with family and friend carers, or maybe meeting with other Trustees or leaders of community or grant-making organisations to keep up with current carer issues and help influence the future of carer services and funding.



How To Apply

If you are interested in joining the Board of Trustees at Carers Support West Sussex, we would be delighted to hear from you.

To apply, please email us your CV along with a short covering letter outlining:

- Why you are interested in becoming a Trustee of Carers Support West Sussex
- How your skills, experience, and perspective would add value to our Board

Applications should be sent by email to: hr@carerssupport.org.uk

If you have any questions about the role or the recruitment process, or if you would find it helpful to have an informal conversation with our CEO before applying, please don't hesitate to get in touch using the email above.

