



Appointment Brief

Appointment of Trustee

April 2024

Ref: RAQAQC



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Make a difference with us!

Dear Potential Trustee,

Thank you for your interest in joining us on the board of Hestia. For over 50 years Hestia has sought to support those recovering from trauma, enabling them to build a life beyond crisis. We work with victims and survivors of domestic abuse, victims of modern slavery, people with mental health struggles, adults leaving prison, as well as care leavers.

However, we do not define people by their trauma or history. We are in awe of their resilience and recognise that they are the experts in their own lives and our role is to walk with them, unlock their potential and sometimes to hold hope at times of struggle.

I was immensely proud to join the board as its Chair in September 2023, as I appreciate the organisation's important ongoing role, both at an individual and societal level. Hestia's mission remains what it was when it was set up in 1970; to work in partnership to "deliver high quality and empowering services through our core values". Our values are to be respectful, collaborative, genuine, dedicated and courageous.

Most of the work of our 750 employees and 600 volunteers is funded through partnerships with local authorities, the NHS and central government. We have recently launched our 2024-29 strategy, a key element of which is to diversify existing partnerships and grow our philanthropic income to be able to support more people across London and the southeast. It is also a recognition that many contracts do not have the scope to meet the complex needs which we seek to support.

It is in this context that we are looking to appoint a Trustee who, in addition to carrying out their governance responsibilities, will bring valuable knowledge and experience of grant-making and philanthropy. Our new Trustee will challenge us to be ambitious in our thinking around income generation and add to our understanding of what we need to do to elevate our fundraising from circa £1.7 million currently to £3.2m by 2028/9. We are in an exciting phase in the development of our organisational narrative recognising our expertise in supporting people in crisis and trauma to recover with safety, hope and purpose.

Together with other board colleagues, you will work with our Chief Executive, Director of Fundraising and Communications and the wider team as we look to build our capacity, reach and impact.

We are champions of diversity and believe in the power of a wide range of backgrounds and ways of thinking to enrich our organisation and our outputs. We welcome applications from people with the widest possible range of backgrounds.

Thank you for showing an interest in the role of Trustee with us. We hope that this pack will give you a sense of the importance of our work and if you have an empathy for our mission, we would love to hear from you.

Yours sincerely,



Dame Moria Gibb DBE
Chair of Trustees

About Hestia

Our History

Our History Hestia began providing support to adults in crisis in 1970 after founder Jim Horne experienced street homelessness in London. He started a soup kitchen run for men and women living on the streets and worked with local authorities to provide accommodation. Within the year, over 800 people were provided with a safe space to sleep at night.

Fast forward to 2023 where we supported 19,346 adults and children in London and the Southeast.

We have 750 staff and are supported by 600 volunteers and 200 student social workers and counsellors across London. You can find out more about the work we do at Hestia at our website: <https://www.hestia.org/>

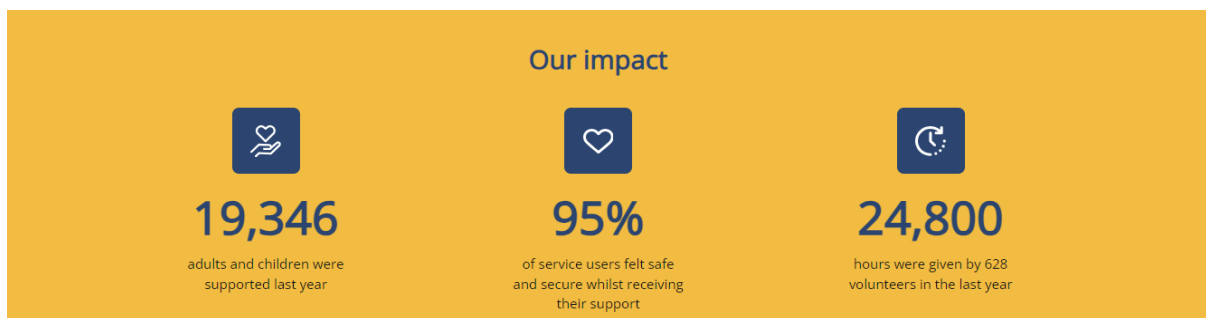
Strategy

It is a challenging time for Hestia and all charities supporting adults and children experiencing crisis and trauma.

Social care is in a state of collapse across the country, poverty and destitution are on the rise, there is a policy conflation of modern slavery and trafficking with immigration as well as a range of post Covid and cost of living burdens which are only emerging. In this context Hestia's work is more vital and necessary than ever. Our experience and expertise is in supporting people to recover from crisis and trauma and to have safety, hope and purpose. Although we work across many specialisms – mental health and complex needs, modern slavery, domestic abuse, and criminal justice – we focus on the person and his or her strengths and aspirations and not the service label.

We have just finalized a new 5-year strategy which aims to:

- Reach more people, particularly those struggling with their mental health.
- Continue to innovate in domestic abuse service delivery.
- Grow our network of supporters so that we better support recovery and achieve hope, safety, and purpose.
- More boldly and confidently advocate with and for the needs of our service users



Fundraising

Our fundraising priorities recognise that many of our service users have needs and aspirations which cannot be met within the scope of contracts – especially around legal support, mental health support, employment support, isolation and digital inclusion, material poverty and opportunities for fun and creativity.

We have only had a fundraising strategy for the last 6 years and already have a network of enthusiastic supporters – particularly in the corporate, individual and Trust space.

We have an extensive network of volunteers and volunteering opportunities. We work directly with corporates providing training and support to corporate employees particularly around domestic abuse and modern slavery and we want to bring in more support for our mental health work. We partner directly with corporates in delivering national initiatives such as Safe Spaces, particularly in the banking and retail pharmacy sectors. People want to support our work and we want to do even more to provide them with opportunities to support those recovering from trauma and crisis to recover with safety, hope and purpose.

We are privileged to be part of the lives of our service users and to know from them what works for them and what makes a positive difference. As well as supporting people directly to recover we also want to ensure that their insights and aspirations shape what is commissioned and how services are designed. We have an exciting program of initiatives which will help us to advocate better so that the voices of those we serve might be heard more strongly and more respectfully.

The Hestia Approach

The Hestia Approach commits us to making the most effective trauma and resilience informed interventions possible in the lives of those who use our services.

Our approach is based on a single principle: in order to add real value to people's lives it is essential that we work with them as equals. Our expertise and experience of working with people on their recovery journeys is valuable, and we believe this gives us a great deal to contribute, but we never impose our views. After all, our service users are the experts in their own lives.

Our vast experience, however, enables us to maintain hope for recovery when our service users are without hope. Against common misconceptions, it is our view that people are not trapped as a consequence of traumatic past experiences, their circumstances, or by labels imposed on them by other organisations, but instead we believe in the healing power of positive human connections and endeavour to develop supportive relationships that empower.

Everything the Hestia Approach encompasses, every value, behaviour, action, and attitude, is solely for the purpose of helping us more skilfully unlock the potential of our service users so that they are empowered to forge their own recovery and can create fulfilling lives of their own choosing.

We work with each service user to meet their aspirations and potential and for each we seek to secure safety, hope and purpose.

The Role

PURPOSE OF POST

The Trustees, acting together use their skills, knowledge, expertise, and contacts to govern Hestia, safeguarding its assets and apply them as efficiently and effectively as possible to further Hestia's objects as set out in its governing document.

KEY RESPONSIBILITIES

Strategy and policy

The Trustee Board must:

- From time-to-time review Hestia's vision, mission and values.
- Satisfy itself that management is implementing appropriate strategic planning processes.
- Provide an independent challenge of management's key assumptions and assess whether the management's strategy is reasonable in relation to the risks involved, the resources required and the benefits to be achieved.
- Approve the strategic goals, and the strategy to achieve them, and ensure that the strategy is in keeping with Hestia's values.
- Satisfy itself that appropriate processes are in place to develop organisational policies that are in keeping with Hestia's aims and values and agree all major, overarching policies.
- Agree the parameters on which the budget is based and agree a budget and reserves policy that supports the strategy.



Management effectiveness and succession

The Trustee Board must:

- Constructively question, test and challenge management’s views and proposals.
- Monitor management’s performance against the agreed strategy and objectives.
- Establish, and from time-to-time review, clear written terms of reference setting out the decision-making authority that is delegated to the Chief Executive.
- Play an active part in the recruitment of Chief Executives, monitor their performance against specified goals, set their remuneration and, if necessary, dismiss them.

Internal Control and Management Information Systems

The Trustee Board must ensure that management has implemented effective internal control systems and management information that enable it to:

- Ensure the reliability of governance and management information.
- Evaluate operational effectiveness and efficiency.
- Monitor compliance with legislation and regulations.
- Monitor compliance with Hestia’s own policies and procedures.

Risk identification and management The Trustee Board must ensure that management has implemented an effective process to identify, minimise (where appropriate and possible), monitor and manage the potential risks facing the charity.

Accountability and communication with Stakeholders

The Trustee Board must:

- Determine the way in which the organisation will communicate with its stakeholders, the kind of information it will make available and under what conditions information will be disclosed.
- Determine to whom it will delegate authority to speak publicly on behalf of the charity.
- Determine the way in which stakeholders should be consulted and feedback information to the charity, and how that information should be used.
- Be accountable to stakeholders for the ways in which it has used Hestia’s assets.

Duties and responsibilities

In performing their role and main tasks Trustees must be aware of and act in accordance with the duties of charity trustees set out in the Charity Commission’s document, “The Essential Trustee, what you need to know”.

In exercising these duties:

- To contribute actively to the Board of Trustees' role in giving firm strategic direction to Hestia, setting overall policy, defining goals and setting targets and evaluating performance against agreed targets.
- To safeguard the good name and ethos of Hestia.
- To ensure the effective and efficient administration of Hestia and aim for best practice and good governance.
- To ensure the financial stability and protection of funds and assets of Hestia.
- To protect and manage the property of the charity and to ensure the proper investment of the charity's funds.

- To use any specific skills, knowledge or experience they have to help the board of trustees reach sound decisions.

To observe the duties of Company directors:

- Duty to act within powers.
- Duty to promote the success of the company.
- Duty to exercise independent judgment.
- Duty to exercise reasonable care, skill and diligence.
- Duty to avoid conflicts of interest
- Duty to not accept benefits from third parties.
- Duty to declare interest in proposed transactions or arrangements.





“For over 50 years Hestia has provided support and hope every step of the way of recovery.

Together, we can make sure people find a #LifeBeyondCrisis.”

Person specification

Expertise sought for this role

While Hestia has traditionally been funded mostly through partnerships with local authorities the last several years have seen a strategic shift to grow and diversify voluntary income streams. We have seen the benefit of this approach and see significant opportunity to take our fundraising to the next level. It is in this context we have an exciting opportunity to appoint someone who will contribute broadly as a Trustee, but also bring valuable knowledge and networks around grant-making and/or philanthropy.

Our new Trustee will push us to be ambitious in our thinking around income-generation and add to our understanding of different donor groups and how we might appeal to them so we can elevate our fundraising. Together with other board colleagues, they will work with our Chief Executive, Director of Fundraising and Communications and the wider team as we look to build our capacity, reach and impact.

We also expect Trustees to be able demonstrate all or most of the following:

Additional knowledge and experience

- An understanding and acceptance of the legal duties, responsibilities and liabilities of trusteeship and a willingness to devote the necessary time to their role.
- Experience of operating at a senior level.
- Awareness of and interest in current national and policy issues affecting the charity sector.

Additional Skills and Abilities:

- Strategic thinking with experience of thinking creatively.
- Financial / budgetary management skills and experience.
- Leadership skills and qualities – e.g. clarity of purpose, holding people accountable, acting with integrity, service orientation.
- Experience of probing facts, challenging assumptions and identifying the

advantages and disadvantages of proposals.

- Proven experience of working as part of a team.
- A high level of written and oral communication skills, including the ability to represent the organisation to stakeholders and the public.

Style and Behaviour:

- Commitment to Hestia's ethos, values, and objectives.
- Sound independent judgement and a willingness to speak their mind.
- Openness to change.

We work with people as equals and we champion of diversity in all its forms. We warmly encourage people from a range of backgrounds to come forward for a conversation. You can read more about our culture and commitments to diversity [here](#).

Terms of appointment

- This role is voluntary and is not remunerated, although expenses for travel and other expenses reasonably incurred may be claimed.
- The term of office is up to 3 years, renewable for a second term.
- The Board of Hestia meets 6 times per year and the AGM is also held separately for an additional hour before the final board meeting each December.
- In addition to attending board meetings, it is expected that our new Trustee will also sit on the Finance & Fundraising Committee which meets approximately four times per year.
- Meetings generally start at 5.30 or 6pm.
- **Main board meetings will be a mix of in-person and virtual meetings.**

Legal status: Hestia Housing and Support is a registered charity and Company Limited by Guarantee.

Charity registration number 294555. Company number 2020165.

How to apply

Saxton Bampfylde Ltd is acting as an employment agency advisor to Hestia on this appointment.

Candidates should apply for this role through our website at www.saxbam.com/appointments using code **RAQAQC**.

Click on the 'apply' button and follow the instructions to upload a CV and cover letter, and complete the online equal opportunities monitoring* form.

The closing date for applications is noon on **27th May**.

Longlisting meeting will be on **3rd June** after which we will inform those who will be interviewed by SaxBam.

Shortlisting meetings will be on **27th June** after which we will inform those who have been successful to meet the panel.

Shortlisted candidates will then have the opportunity to meet informally with Moira Gibb (Chair) week commencing **1st / 8th July**. Candidates will also have the opportunity to meet with Patrick Ryan (CEO) and visit Hestia services to learn more about our work on the **18th / 19th July**.

In person panel interviews will be held on **25th July** at Hestia's offices; Beaufort House (15 Saint Botolph Street, London, England, EC3A 7DT)

* The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.

GDPR personal data notice

According to GDPR guidelines, we are only able to process your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express consent. You will be asked to complete a consent form when you apply and please do not include any Sensitive Personal Data within your CV (although this can be included in your covering letter if you wish to do so), remembering also not to include contact details for referees without their prior agreement.



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hestia.org