



# CANDIDATE PACK FOR CHAIR OF THE BOARD OF TRUSTEES



# A MESSAGE FROM THE BOARD

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Thank you for your interest in becoming our new Chair of the Board of Trustees.

People with visible differences can often face challenges being accepted in different areas of their lives – from school through to relationships and the workplace. We know that people with visible differences are vulnerable to isolation, loneliness, social anxiety, and low self-esteem. In the UK today, 49% of adults with visible differences have experienced hostile behaviour and almost half of young people who have a visible difference have been bullied at school.

Changing Faces is here for everyone with a scar, mark or condition on their face or body. We provide life-changing mental health, wellbeing and skin camouflage services. And we work to transform understanding and acceptance of visible difference, and campaign to reduce prejudice and discrimination.

We won't stop until everyone with a visible difference or disfigurement is supported and respected.

Our strategy has two exciting and ambitious goals:

- Everyone across the UK with a visible difference or disfigurement will have access to the support they need.
- We will significantly increase everyone's understanding and acceptance of visible difference and disfigurement, and reduce prejudice and discrimination.

We are now seeking a new Chair who will lead our Board of Trustees to support our executive to deliver these goals effectively. You will be able to ensure robust and effective governance of the charity and ensure that Trustees fulfil their duties and responsibilities.

Most of all we are looking for someone who cares deeply about what we do and the people we serve and will be driven, as we are, to radically change people's lives for the better.

We have a strong Board with a wide range of skills and experience, including lived experience of visible difference. We have recently completed a skills audit to assist us in developing our Board recruitment strategy in the coming years and are looking to our incoming Chair to shape our Board moving forward.

Although we continue to be successful in terms of our activity and impact, like many charities, we face an increasing challenge to generate the income we need due to the difficulty and competitiveness of the fundraising and general economic climate. However, we remain committed to our strategic goals, prioritising our work to make the biggest impact we can. We are looking for a Chair who will contribute to our fundraising strategic thinking and planning, supporting this through their work as an active and influential ambassador for Changing Faces.

If you share our commitment, bring the skills and leadership qualities we are seeking and are excited by our vision we'd love to hear from you.



**Susan Harrison, Vice-Chair**



I really don't know if I would be the person I am today without Changing Faces and being able to meet other people with a facial difference. Knowing I'm not on my own, and hopefully helping others feel that they are not on their own means a great deal to me. Being able to meet other people that are going through what I have to deal with on a daily basis has been amazing. They understand. I'm not on my own. It's like a weight has been lifted. I am not someone who looks different, I am just me."

**Marcus, age 16, who has a facial cleft and cleft palate.**

## ADDITIONAL INFORMATION

### What we do:

<https://www.changingfaces.org.uk/about-changing-faces/what-we-do/>

### Our Annual Reports:

<https://www.changingfaces.org.uk/about-changing-faces/what-we-do/annual-reports-accounts/>

### Real Stories:

<https://www.changingfaces.org.uk/real-stories/>

## A MESSAGE FROM THE CHIEF EXECUTIVE

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I am delighted that you are interested in becoming the next Chair of Changing Faces. The work that we do is incredibly important and makes a big difference to people living with visible differences. We take a great deal of care in measuring and evidencing our impact, and another huge motivation for me comes from reading the stories of people living with visible differences, the impact this has had on their lives and the difference that Changing Faces has made. You can find lots of these stories here [Real Stories By People With Disfigurements | Changing Faces](#).

We are a warm and friendly organisation with a strong set of values – we aim to be Courageous, Open, Supportive and Inclusive in everything we do. Our staff team are skilled and experienced in the work they do and highly motivated by our cause.

I look forward to working with a new Chair who can help us continue and grow our impact and deliver against our ambitious strategic goals.



**Heather Blake, Chief Executive**



# ROLE AND PERSON SPECIFICATION

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## ROLE

- Ensure robust and effective governance of the charity and ensure that Trustees fulfil their duties and responsibilities.
- Ensure the executive is effectively supported in, and held to account for, the delivery of the strategic plan and the organisation's objectives.
- Chair meetings of the Board of Trustees and attend meetings of the Board's sub-committees.
- Ensure that Trustees are fully engaged, work together effectively with the executive and that the Board takes collective responsibility for its decisions.
- Ensure that the charity has a credible and sustainable funding strategy.
- At the Board level, act as the principal ambassador for Changing Faces with external stakeholders and funders.
- Ensure that the composition of the Board is appropriate for both the strategic objectives of the charity and its size.
- Ensure that the Board operates within its charitable objectives.
- Provide pastoral support to Trustees and the Chief Executive
- Ensure that the Board regularly reviews the charity's risks and that risk mitigations are proportionate and effective.
- Ensure a succession plan for the Board and its sub-committees.

## PERSON SPECIFICATION

### Personal Qualities

- Demonstrable passion for and commitment to Changing Faces, its purpose and strategic objectives.
- A commitment to the Nolan Principles of Public Life and the values of the charity.
- Ability to foster and promote a collaborative team environment.
- Tact and diplomacy, with the ability to listen and engage effectively.
- Strong interpersonal and relationship building abilities, with a willingness to engage with staff, supporters and those helped by Changing Faces to develop a strong understanding of the culture and ethos of the charity.
- Strong networking capabilities and the ability to act as a visible champion for Changing Faces and its beneficiaries.
- Ability to commit the necessary time to conduct the role well, including attending events out of office hours.

### Experience

- Successful senior leadership in a substantial and complex organisational environment including responsibility for strategy, and financial and business performance.
- Working at board level in a business, public or third sector organisation, or experience that indicates the ability to do so successfully.
- External representation at a senior level, communicating and maintaining partnerships with a diverse stakeholder community.
- Chairing meetings at board level, with senior staff and with external stakeholders.

### Knowledge

- An experience-based understanding of how to govern and manage an organisation for long term success.
- An understanding of the social, political and economic environment in which charitable services are provided.
- A good understanding of the governance, and the legal and financial frameworks within which charities operate.
- A good understanding of the role of trustees and of the distinction between the executive and non-executive functions in a charity.
- A good level of financial literacy and an understanding of risk management processes.

## WHAT'S INVOLVED

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- Be able to commit to an initial term of three years.
- Prepare for and chair four virtual Board meetings, an Annual General Meeting, and one in-person "away-day" which has historically taken place in London.
- Meet monthly with the Chief Executive, virtually or in-person by agreement.
- Attend two sets of virtual committee meetings (Finance Committee and Audit & Risk Committee, who each meet four times a year).
- Chair a Nominations Committee when required.
- Represent the charity at key events, in collaboration with the Chief Executive.
- Be available to respond to urgent matters relevant to the role of the charity's Chair.
- Be subject to an enhanced DBS check.

This role is voluntary and unpaid. Reasonable expenses are paid in line with the charity's policies.

The charity does not have a headquarters premises base. Staff work remotely or in hired rooms (for example when delivering skin camouflage services). We book meeting rooms when convening whole team events.

## HOW TO APPLY

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We hope you will consider making an application. If you have questions about the appointment and would find it helpful to have an informal conversation, please contact [katy.giddens@starfishsearch.com](mailto:katy.giddens@starfishsearch.com) and we will be happy to arrange a call. To make an application, please go to <https://starfishsearch.com/jobs/changing-faces-chair/> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A supporting statement (no more than two sides) that sets out why you think this role is the right move for you and how you meet the knowledge and experience criteria.

We would also be grateful if you would also complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

**Closing date:** Monday 24th June 2024

**Initial conversations with Starfish:** w/c 8th July 2024

**Interviews with Changing Faces:** w/c 29th July 2024\*

\*Shortlisted candidates will be offered the opportunity to meet with the Chief Executive either in person or virtually, and other personnel including some of the charity's ambassadors virtually before being invited to a final interview with four Trustees.

The final interview will take place in London with shortlisted applicants asked to attend in person.