



Candidate Pack for Risk & Commercial Trustee

Welcome

Dear applicant,

Thank you for your interest in joining Victim Support as a Trustee and a member of the Risk and General Purposes Committee. I hope you enjoy learning a little more about us from this pack and by browsing our website. I would be delighted if this leads to you making an application.

We are proud to be 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 655,000 people with more than 32,000 live chats and more than 19,000 calls to our 24/7 Supportline; over 109,000 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 and 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.

I joined as Chair of the Board of Trustees of Victim Support in April this year and I am excited about the future for our charity, we are expanding fast in challenging times and it is our privilege to serve victims of crime.

You would be joining, 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. You would also sit on the newly formed Risk Committee which has been created to increase focus and support within VS to respond to the challenges of the current operating environment.

Yvonne Thomas
Chair

About us

Experiencing crime can be overwhelming. You may, naturally, feel unsafe. You might not know where to turn to. You may also find yourself overwhelmed with tasks related to your experience.

This is why Victim Support makes a profound difference to the lives of the people we support. We're here to help people affected by crime. Not only those who experience it directly, but also their friends, family and any other people involved.

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.

Our **purpose** is to support victims to move forward and bring change through their voice.

Our **vision** is of a future where victims' rights are respected, their voices are heard, and they feel well supported.

Our staff and volunteers are trained to listen, offer feedback and provide information. They can help people affected by crime make sense of what they've been through and explore their options to help them regain feelings of control. We provide a safe, neutral place for fears, worries and emotions to be voiced.

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.

To achieve our mission and purpose, 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

Our Values

Our values drive the way that we work, deliver services and engage with each other and our partners.

Most importantly, they show that **"I CARE"**:

Integrity

We value our independence and act with integrity in everything we do. Our actions are based on what's best for victims and are informed by their voices.

Compassionate

We act as one team and are kind and compassionate to the people we support and to each other.

Accessible

We open our doors to people affected by crime, regardless of whether they have reported it. We strive to provide equitable access to opportunities and resources for the users of our services and our employees.

Resolute

We are brave and uncompromising in our desire to champion victims and witnesses. We collaborate and partner with others to achieve the best outcome for victims.

Empowering

Everything we do is focused on enabling victims of crime to feel more confident and in control of their lives.



Our Strategy for 2024 – 2029

Last year, we celebrated our 50th year of supporting victims of crime. We have changed a lot in that time, but our purpose hasn't. We are more determined than ever to support and empower victims to rebuild their lives after crime and speak out for change.

We are now in the second year of our five-year strategy, **Supporting victims, creating change**. Following on from our last strategy, which brought continued support to people affected by crime or traumatic events and security to the organisation, we want to continue that vital work and also use our work to create changes for victims across the country.

In developing this strategy, we set six strategic priorities to guide our work:

Using our voice and influence

We will be a recognised, trusted and nationally prominent victims' voice. We will influence required reform at a national and local level.

Utilising our insight

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.

Enhancing our strengths

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.

Supporting our people and culture

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.

Delivering quality and innovation

We will embed a culture of quality and innovation, delivering victims' services of a high standard.

Reaching victims

We will be a well-run, financially stable organisation that effectively responds to the need for victims' services.

To find out more about how we will achieve against these six priorities, [please follow this link](#).

Job description

Role title Trustee

Role purpose

As a Trustee, you will ensure that the needs of victims, witnesses and families affected by tragic events and crime are always at the centre of decisions taken by VS. You will help shape our strategic direction, and will support the outward facing activities of the charity as an ambassador.

Within your capacity as Member of the Risk Committee, you will be an active and engaged member of the Committee, with a view to becoming its Chair within your first year.

Depending on the experience of the successful candidate, they may also be asked to consider joining our Finance Committee to provide a vital link between the two Committees

Principal responsibilities of all Trustees:

- Be jointly and severally responsible for the management and administration of the charity.
- Act in the charity's best interests, manage the charity's resources responsibly and act with reasonable care and skill.
- Have a duty of care and prudence towards the charity.

- Appoint the charity's Chief Officer, ensuring that appropriate levels of remuneration for all staff are in place.
- Take decisions objectively and in the best interests of the charity and its beneficiaries. Trustees will declare any interests and appropriately manage any conflicts that may arise.
- Review the work of the charity by monitoring its performance against agreed objectives and indicators.
- Promote and progress equality and diversity within the organisation.
- Continually develop your understanding of the charity and victim and witness issues.

Within your role on our Risk Committee:

- Attend quarterly Risk Committee meetings.
- Jointly with committee members, you shall agree annual work plans (as set out in the committee's terms of reference); identify and assess potential risks; provide oversight on the development and implementation of risk management approaches; and support the board's assessment of risk appetite

For further guidance on the responsibilities of a Trustee, [please visit this link](#) to read the Charity Commission's helpful guidance.

To find out more about our Board, [please visit our website](#).

Person specification

Part One

Knowledge and experience

- Expertise, and a proven track record, in risk management is essential to be considered for this appointment.
 - This will ideally have been gained within a commercial environment, though a mix of private and charity sector risk management experience would be beneficial.
 - You may be a qualified accountant, but this is not essential.
- A track record of senior, strategic leadership, either as a Trustee or senior executive.
- An understanding of the environment within which VS operates.
- An understanding of the legal duties, responsibilities and liabilities of trusteeship.

Part Two

Skills and abilities

- Ability to analyse and interpret complex issues, problem solve, and to constructively challenge where necessary.
- Ability to think creatively, and help VS develop innovative new areas of work.
- Ability to effectively engage and manage senior stakeholders, both internally and externally. Excellent team working and communication skills.

Part Three

Leadership style and behaviours

- Commitment to supporting and promoting VS' purpose, vision and mission, to our values, and to the principles of equality, diversity and inclusion.
- Commitment to making an active contribution as a member of the board, committing the time and thought needed.
- Sound independent judgement.
- Emotionally intelligent, low-ego working style.

Terms of appointment

Remuneration

This role is offered on a voluntary basis. Reasonable expenses incurred in the course carrying out the role will be reimbursed by the organisation.

Location

Mainly London based. We are a national charity, and Board meetings may be held at other locations across England and Wales on occasion.

Time Commitment

The expected time commitment is around 1 day per month, including:

- Four in person/online Board meetings held in a variety of locations across England and Wales.
- X 4 two-hour, Risk Committee meetings (held online); and possibly four Finance and Audit Committee meetings per year.
- One Strategy Day in person.
- Visits to local offices or services as appropriate.
- Attendance at occasional fundraising or networking events

Term of Appointment

Trustees are appointed for an initial term of three years. They may be re-appointed for a further period of three years.

Eligibility

The successful candidates will need to declare their eligibility to be a trustee and complete a DBS check. They will also be expected to declare any conflict of interest affecting board responsibilities and discussions both on appointment and prior to the relevant board and committee meetings.



How to apply

To make an application, please go to <https://starfishsearch.com/jobs/victim-support-risk-commercial-trustee/> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A covering letter that sets out your motivation for the role and describes the specific experience you can bring to the appointment.

We would also be grateful if you would 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.

Deadline for applications is **Monday 29th December 2025**

Recruitment timetable

Closing date:	Monday 29th December 2025
Preliminary interviews:	w/c 12th January 2026
Final Panel interviews:	w/c 2nd February 2026

