



# Trustee recruitment pack

[www.victimsupport.org.uk](http://www.victimsupport.org.uk)

# Welcome from Andrew

Dear applicant,

Thank you for your interest in this important Board appointment at Victim Support.

As an independent charity, at Victim Support we aim to ensure that people affected by crime or traumatic events get the support they need and the respect they deserve. We help people feel safer and find the strength to move beyond crime.

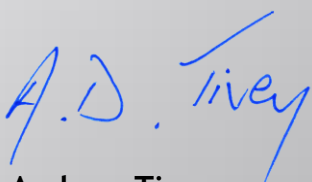
We help people by providing free, confidential advice, emotional support and practical help through our local Victim Support teams across England and Wales and our national service centre. We provide a range of specialist services including for example, for people affected by serious violent crime, fraud, domestic abuse and sexual violence among others. We also run the National Homicide Service, to support families affected by murder and manslaughter, and provide key support services to people affected by terror attacks.

We will have two vacancies for Trustees on our Board later this year, one of which will be an Active Volunteer Trustee role, and I invite you to consider applying. We need a Board that reflects and represents the people we support and the voices we champion. We would therefore particularly welcome applications from individuals with a lived experience, or working knowledge, of crime, victims' services or the criminal justice system.

Our Board of Trustees has an important part to play in helping us to achieve our ambitions of supporting more victims of crime to cope, recover and move forward in their lives. If you join our Board of Trustees, you will have the opportunity to make a real impact and be part of our success story.

Victim Support is committed to providing an inclusive, supportive and flexible environment. We would very much welcome applicants from all backgrounds and as our current board is not as diverse as the communities that we work in, we would be particularly interested in applications from those from underrepresented groups. We very much look forward to hearing from you.

Best wishes,



**Andrew Tivey**  
Chair of Trustees



# About us

## Who we are

Victim Support is an independent charity dedicated to supporting victims of crime and traumatic incidents in England and Wales. Our purpose is to provide specialist help and services to support people to cope and recover to the point where they feel they are back on track with their lives and to ensure their voices are heard.

Victim Support works with victims of crime and we put them at the heart of our organisation and the way we run our services. Our work, our support and our voice are informed and shaped by them.

As an organisation, victims and witnesses are our only focus and over the years we have developed unrivalled expertise as to their needs and aspirations and their journey through the criminal justice system.

### We are local

Our services are delivered locally through skilled staff and volunteers who are deeply rooted in these communities.

### We are national

Our local services benefit from secure technology, consistent service and quality standards and the ability to share best practice and innovate based on research, national trends and performance.

### We are independent

We are independent of the government, the police, local authorities and the criminal justice system. This is hugely important as we know that some victims may distrust the criminal justice system and others, particularly those from minority communities or people with mental health problems, struggle to engage with the police.

We work closely with all these organisations and other specialist partner agencies to achieve our vision – a world where victims and witnesses are given the support they need and the respect they deserve.



**We are local**

**We are national**

**We are independent**

## What we do

We provide free confidential support 24 hours a day, seven days a week, 365 days a year for people affected by crime and traumatic events – regardless of whether they have reported the crime to the police.

We contact and offer local support to those who are referred to Victim Support by the police and other agencies.

The support services we offer are tailored to the needs of each person.

Our teams of highly trained staff and volunteers provide a wide range of specialist services that help people affected by all types of crime: from burglary, hate crime, fraud and theft, to domestic abuse, child sexual exploitation and terrorism.

We run the National Homicide Service providing a dedicated, comprehensive wraparound service and a vital independent voice for those bereaved by murder and manslaughter in England and Wales.

We champion victims' rights and issues locally and nationally, working closely with policy-makers, commissioners, agencies in the criminal justice system, local government and other providers, partners and organisations.

The impact of crime can be life-changing so we are proud to provide long-term support to victims of both crime and traumatic events. Support is available for as long as it is needed, as we are committed to helping victims move beyond crime.



# Mission, vision and values

## Vision

A world where victims and witnesses are given the support they need and the respect they deserve.

**Our mission – making our vision a reality.**

To realise our vision, Victim Support's mission comprises of three interlocking elements:

1. To provide victims and witnesses with high-quality practical and emotional support
2. To champion the interests of victims and witnesses
3. To construct a sustainable operating model, utilising high-quality staff and volunteers.

## Our values

**Compassionate** – We work tirelessly to empower victims of crime to recover after crime

**Accessible** – Working inclusively with victims, witnesses and other communities

**Resolute** – Uncompromising in our desire to champion the cause of victims and witnesses

**Effective** – Delivering results through high-quality services, providing best value for our clients



# Equality, Diversity and Inclusion

Victim Support is actively committed to encouraging and promoting the positive contribution of our diverse membership and users of the service. We embrace those of any age, race, colour, nationality, ethnic or national origin, sexual orientation, gender/sex, disability, marital or civil partnership status, gender reassignment status, socio-economic background, religion or belief who want to help us deliver or are in receipt of the services we provide. We are proud of the external recognition we have received for our inclusive approach as an employer, and list some of our recent awards below.

We will ensure that this is reflected in our practices, policies and services. We are working towards the elimination of discrimination (whether direct, indirect or through victimisation or harassment) and will not tolerate any discrimination relating to issues of equality, diversity or inclusion. Everyone at Victim Support has a responsibility to ensure equality, diversity and inclusion are upheld in all we do.



## Diversity on the Board

We openly acknowledge that our current Board of Trustees is not as diverse as we would like it to be. As a result, whilst we would encourage anyone interested to consider an application, we would be particularly welcome applications from those from groups currently under-represented on the Board. We also offer a full induction and training opportunities to all Trustees to support them fulfil their role.

# What we achieved in 2017–18



Achieved SafeLives' Leading Lights accreditation for some services – the mark of quality for domestic violence services.



Awarded the Restorative Service Quality Mark – recognising the quality of our restorative justice services.



Supported over 1,400 people affected by the UK terrorist attacks in 2017.

Continued to build our evidence-based Beyond Crime tools to help victims cope and recover.



Celebrated Volunteers' Week and said a huge thank you to our 1,146 amazing volunteers.



Brought about changes to the CICA's\* policy regarding child sexual abuse survivors 'consenting'.



Named number 22 in the prestigious Inclusive Top 50 UK Employers list.

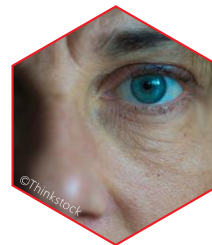


Supported 22 people affected by the Grenfell Tower fire.



Spoke with and for victims through the media generating 6,670 pieces of national and local broadcast, media and print.

Published *Survivors' justice*, a report looking at domestic abuse survivors' experience of the criminal justice system.



Highlighted our LGBT+ services and named the top charity in the Stonewall Workplace Equality Index 2018.

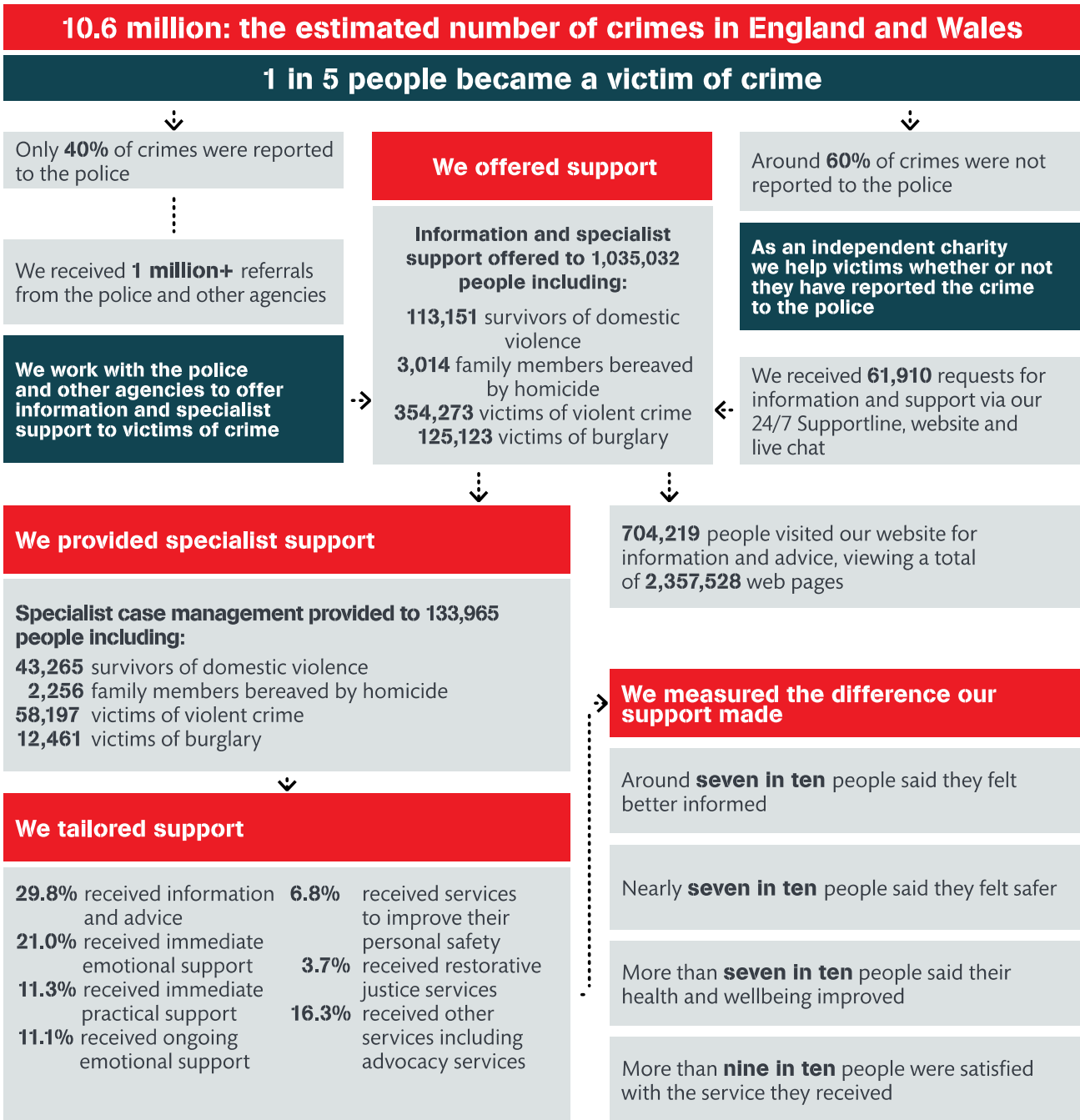


Celebrated one year of our Supportline being open 24 hours a day, seven days a week for victims.



\*Criminal Injuries Compensation Authority.

# What we achieved in 2017–18





# How we helped: Supporting those affected by terror attacks

Natalie Senior and her two daughters Eve (14) and Emilia (11) were at the Manchester Arena on the night of the terrorist attack. The family, who were from Bradford, were in the foyer of the Arena when the bomb went off.

*“As soon as I heard it I knew it was a bomb, but in that moment, you don’t know what’s going to happen next.”*

Fearing the worst, Natalie told Emilia to run as her physical injuries weren’t as serious and she could make a quicker getaway.

Natalie and Eve made their way to the station by the Arena from where Eve was taken to the Royal Manchester Children’s Hospital first as she was in a critical state.

Natalie was then taken to the Royal Bolton Hospital where she stayed for three nights, before being transferred to Manchester to be with Eve.

Both Natalie and Eve underwent several operations to remove shrapnel from their legs. Both are still undergoing physiotherapy treatment to nerve damage that could affect them for up to two years. Natalie’s youngest daughter Emilia suffered hearing problems as a result of the blast, which she is still struggling with today.

Natalie first found out about the help from Victim Support when the police visited them in hospital. Once Natalie accepted the offer of help, they were assigned Victim Support volunteer Nigel to support them.

*“Nigel came to visit us once a week – or as often as needed when we were struggling. He built up such a strong relationship with all of the family and he is still supporting us now. It’s been so helpful to have one consistent person, outside of the family, who’s been there from the start and knows everything that’s happened.”*

One of the most significant ways in which Nigel supported the family was when he accompanied Natalie and the girls to the re-opening of the Manchester Arena.

*“This was a really difficult and daunting experience and it really helped to have Nigel by our side on the day.”*

Nigel also supported the family with practical matters, such as looking into compensation available to the family, especially as Eve was initially in a wheelchair due to the extent of her injuries.

As part of her recovery, Natalie has just completed a six-week course for survivors of the Manchester attack run by Victim Support.

*“We met weekly with Victim Support caseworkers, volunteers and other survivors of the attack. It was really helpful to meet people in a similar position to us who knew exactly what we’d been through.*”

*“From the beginning we were able to give input on what we wanted to get out of these sessions, and we all worked with the team to create a really positive environment which focused on helping us find ways of coping. We had sessions on managing anxiety, how to sleep better, and dealing with feelings of guilt that many of us had been experiencing.*”

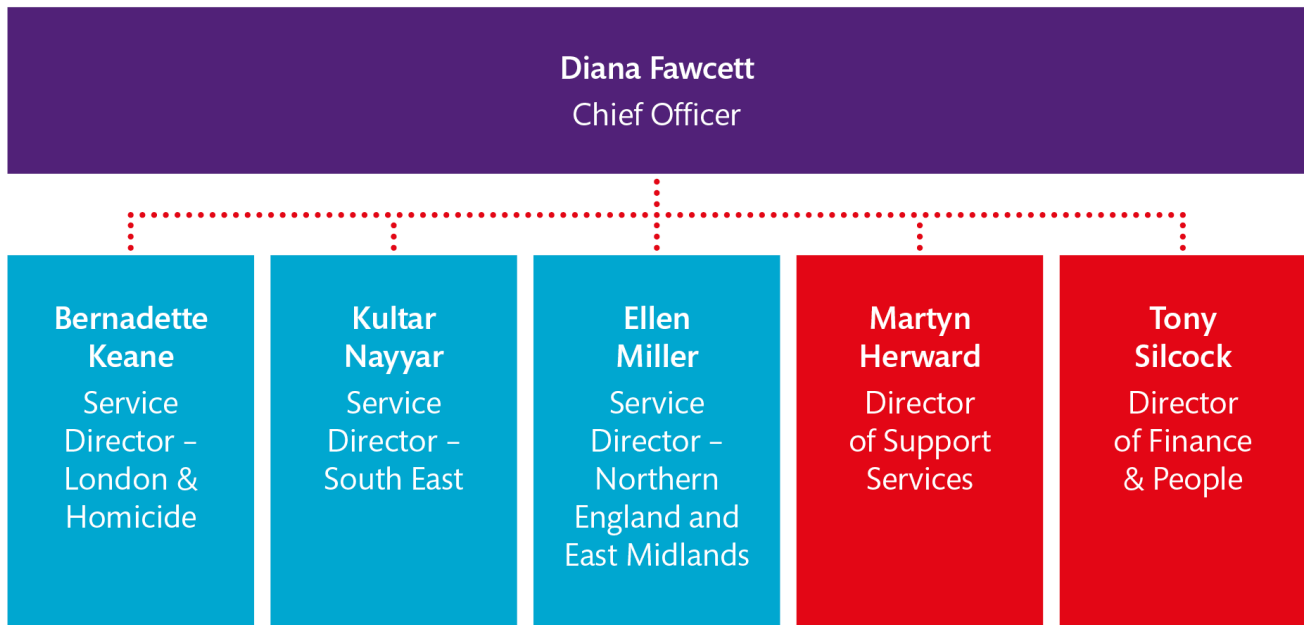
*“Victim Support as a whole has been very valuable. I have met three different Victim Support caseworkers and all were very good. Nigel, who is a Victim Support volunteer, is our main point of contact and has a wealth of knowledge and support that’s helped all the family in many different areas.”*



# What's it like to get help from Victim Support?

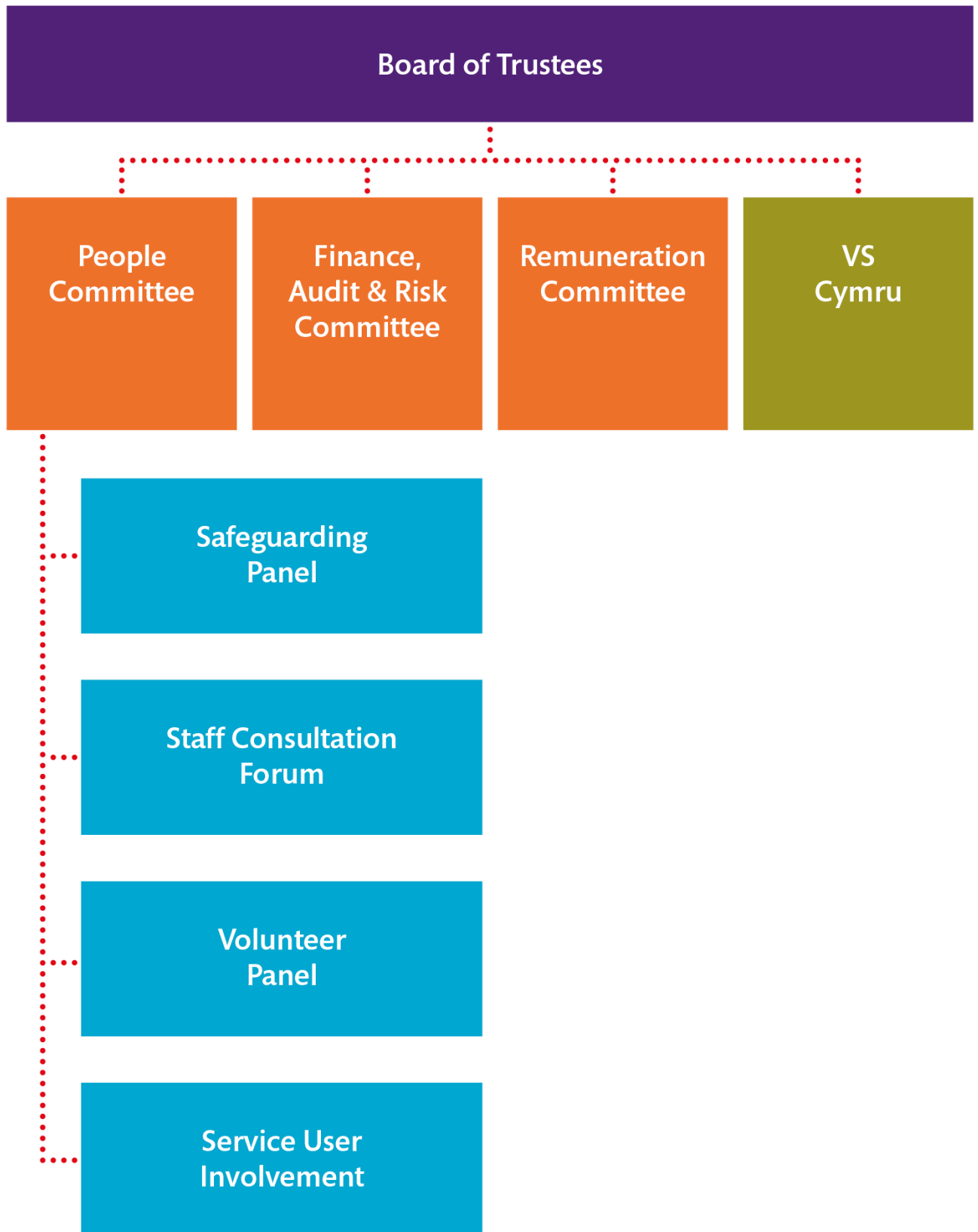


# SMT organisational structure



If you would like to find out more about our Senior Management Team, [you can view their profiles on our website](#).

# Board/committee structure



# Our Board of Trustees

If you would like to find out a bit more about the Board, who they are and what they do, all our Trustee profiles can be found on our [website](#).



# Being a Trustee

We are looking to appoint two successful candidates to our Board of Trustees, with one candidate filling the Active Volunteer Trustee post.

## As a Trustee you will...

- Be an ambassador for Victim Support and for our work
- Help shape to the strategic direction of Victim Support
- Make sure Victim Support has policies in place that comply with current legislation and promote good practice
- Make sure that staff, money and other resources are used appropriately, and that this is always monitored properly
- Support the income generation and outward facing activities of the charity
- Spend time with different elements of our service, getting to understand their work and ensuring they know what the role of a Trustee is
- Make sure that the needs of victims, witnesses and families affected by tragic incidents and crime are always at the centre of decisions taken by Victim Support
- Participate in the cycle of meetings and make sure that decisions taken at meetings are implemented.
- Attend training sessions, which are embedded into each Board meeting, to promote your knowledge and professional development in the role of Trustee.

## As a Trustee you will need...

- To be committed to developing your knowledge and understanding of how Victim Support is run, including engagement work with local or national services.
- For the Active Volunteer Trustee role, you will need to already be, or be willing to become, a volunteer in an area of our work. We believe it is crucial for our Board to have a true understanding of the work of our staff and volunteers and therefore three out of our 12 trustees must also be volunteers for Victim Support. Some volunteering opportunities within Victim Support include:
  - Service delivery - providing direct support to victims and witnesses of crime
  - Skills-based volunteering - volunteers who provide their professional skills and experience to support VS
  - Roles that build awareness and develop community relations
  - Volunteers who help raise funds
  - Administrative volunteers.

Full training and support will be provided for the successful applicant.

- To be committed to supporting and promoting Victim Support’s vision and mission
- To understand and believe firmly in the work that we do and our values
- To demonstrate strong leadership skills
- To be a creative thinker and help Victim Support develop innovate new areas of work or support
- To be committed to supporting VS values and Equality, Diversity & Inclusion policy
- To have excellent communication skills, and be able both to build agreement and challenge convention
- To be an active member of the board, committing the time and thought needed
- To be committed to Victim Support’s statement of good governance (see Appendix 1).

## Time Commitment

Trustees are asked to prepare for, attend and contribute to all Board meetings and join sub-committees and ad hoc working groups as required. Meetings are generally held in London. Regular annual commitments would include:

- Four full-day meetings of the Board (during working hours)
- One Strategy Day
- Potential to become a member of a Committee (People, Remunerations or Finance, Audit and Risk)
- Visits to regional offices as appropriate
- Attendance at occasional fundraising or networking events

We estimate that the annual commitment for our Trustees is c.8–10 days per year in total. As the successful candidate will also be an active volunteer, there will be an additional regular time commitment required, as individually appropriate.

## Remuneration

The position of Trustee is unpaid. However, all reasonable out-of-pocket expenses incurred on charity business will be reimbursed in line with our Volunteer Expenses Policy.

## Term of Office

Trustees are appointed for an initial term of three years, with the possibility of extension for a further period of three years.

## Legal requirements in the role Trustee

All Trustees are individually and legally responsible for the charity they govern. If you would like to find out more about these responsibilities, the [Charity Commission](#) have released some helpful guidance: [The essential Trustee: what you need to know, what you need to do.](#)



# How to apply

We want to give you the opportunity to find out more about the role of trustee, and whether you feel it is right for you, without going through a lengthy or complicated application process. If you are interested in applying, or would like to find out more:

- 1) Call Charlotte Newell (Governance Lead) on [Charlotte.Newell@victimsupport.org.uk](mailto:Charlotte.Newell@victimsupport.org.uk) / 02039480242 and have an initial chat, she can arrange for you to meet one of our current Trustees for a coffee and a chat if you'd like to get a feel for the work we do and how you might be able to contribute
- 2) Alternatively (or once you have had a chat with a trustee and wish to go ahead with an application) send a copy of your CV, a completed copy of the EDI monitoring form, and a short covering letter outlining why you'd like to be a Trustee at Victim Support and what skills and experience you can bring to help us, to [Charlotte.Newell@victimsupport.org.uk](mailto:Charlotte.Newell@victimsupport.org.uk). The closing date for applications is **Sunday 18 August**.
- 3) We will be holding informal interviews in the second and third week of September, and will be in touch with all applicants to let you know if you are shortlisted for an interview. These interviews will be with the Chair and a couple of other Trustees and will be an opportunity for them to get to know you and for you to find out more about the role. You will also meet with a member of staff and a service user, who will be able to answer any questions you have about the services we deliver.
- 4) Successful candidate/s will be notified and asked to attend an induction day, where they will be able to find out more about Victim Support, as well as completing any relevant paperwork.

## Reasonable adjustments

Disabled applicants will be supported to implement a reasonable adjustment. If you require a reasonable adjustment to take part in the application or interview process, please contact Charlotte Newell on [Charlotte.Newell@victimsupport.org.uk](mailto:Charlotte.Newell@victimsupport.org.uk) / 02039480242 to discuss your needs.

# Appendix 1: Victim Support's statement of good governance

## **As a Trustee I will...**

Hold ultimate responsibility for the effective, ethical and legal running of the charity.

Work in line with the vision, mission and values of Victim Support.

Work with personal integrity, managing my own conflicts of interest and declaring these to the Board as and when they arise.

Promote my own continual professional development and undertake any additional training where necessary to understand the work we do at Victim Support.

Act as a leader and ambassador for the organisation.

## **As a Board we will...**

Work in line with the Charity Governance Code.

Champion the voice of our service users.

Work alongside the Senior Management team to develop and evaluate our organisational Strategy.

Constructively challenge both ourselves and each other, to ensure we are working in the best interest of the charity.

Be open and transparent in our decision making processes.

Evaluate our performance as a group, identify any potential gaps in our collective skillset and undertake work to fill these gaps.



We are an independent charity offering free, confidential support to people affected by crime and traumatic incidents.

For information and support, contact us by:

- calling: Supportline **08 08 16 89 111**
- using Next Generation Text (add **18001** before any of our phone numbers)
- Online: **victimsupport.org.uk**

To find out how you can help us, visit **victimsupport.org.uk/get-involved**

 **VictimSupport**  **@VictimSupport**

**victimsupport.org.uk**

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