



Lead the way
in creating
safe, healthy
and happy
relationships.

Recruitment
Chair of the Board of Trustees

Introduction

Hi,

Thank you for your interest in leading our Board.

We are seeking a committed, experienced and strategic Chair to lead our charity as we enter the next stage of our organisation's evolution. We have big plans and ambitions and want someone to help steer us through a time of opportunity and challenge for our sector.

TLC: Talk, Listen, Change is a national relationships charity. We champion the importance of safe, healthy, happy relationships for all, believing that when both children and adults are surrounded by a circle of support then levels of emotional wellbeing and personal resilience are higher. We've been providing relationship support for over 40 years, and we're constantly adapting to the changing landscape of relationship needs across the UK.

We deliver therapeutic wellbeing services, family mediation and domestic abuse prevention services with a specialised focus on people who harm. We work with people on their relationship with themselves, with their partner or ex-partner, with family or friends, with school or work, and with their community (either geographic or chosen).

This is the dawn of an exciting era of growth and change. We've just introduced a new profit-for-purpose commercial counselling and therapy subsidiary, and our charity is beginning an ambitious national expansion journey. We're in search of a Chair who can offer strong direction, creating opportunities to continue this growth and help us accomplish our strategic objectives.

[View our 2023-24 Annual report.](#)

As The Chair of the Board of Trustees you will have the opportunity to:

- Set the vision, mission and standards of the organisation
- Ensure that the organisation pursues its objectives as defined in its governing document
- Make sure that the organisation applies its resources exclusively in pursuance of its objectives
- Safeguard and promote the good name and values of the organisation
- Guarantee the organisation's administration is both effective and efficient
- Secure the financial stability of the organisation
- Protect and manage the charity's property and ensure the proper investment of its funds

You'll lead the governance and direction of TLC alongside a team of trusted senior professionals.

You'll have full access to all necessary training and reimbursable expenses, and the chance to actively improve the health and wellbeing of people across the UK.

Whether you're an experienced Chair or an experienced Board member looking to take your first step into chairing a charity, we want to hear from you.



**Chief Executive
Officer
Michelle Hill**

A summary of the ideal candidate to lead our charity



(detailed job description available on pages 7-8)

We seek a diverse Board of Trustees and encourage applications from individuals of global majority ethnicities and those with protected characteristics.

Personal Attributes:

- **Passion for the Cause:** Genuine commitment to our mission and values
- **Integrity and Accountability:** High ethical standards and transparency
- **Inclusive and Respectful:** Consensus-building, even in difficult decisions
- **Innovative Thinker:** Creative and forward-thinking

Experience and Abilities:

- **Proven Leadership:** Extensive leadership experience
- **Board Experience:** Previous service on or leading a Board of Trustees or Directors
- **Strategic Vision:** Ability to guide an organisation through growth and change
- **Inspiring Communicator:** Engaging diverse stakeholders and building relationships with funders, partners, and politicians
- **Governance Knowledge:** Understanding of governance best practices and regulatory requirements

As our Chair, you will receive:

- The opportunity to lead a growing national relationships charity
- The chance to improve nationwide health and wellbeing
- The ability to drive the charity's social value
- Influence to shape innovative delivery in a growing organisation
- Access to full training and reimbursable expenses
- Access to a network of senior professionals

About Us

Helping build safe, healthy and happy relationships nationally.

We champion a society that prioritises emotional wellbeing and personal resilience. We believe everyone deserves a circle of safe, healthy and happy relationships around them.

Our charity was established in response to an overwhelming volume of research that suggests relationships have a powerful impact on people's long-term health and emotional wellbeing.

We are passionate about promoting inclusivity and a positive work culture, and we aim to ensure our staff and the people who use our services equally enjoy a circle of **safe, healthy and happy relationships**.

0161 872 1100

www.talklistenchange.org.uk

bacp | Accredited Service
collective mark

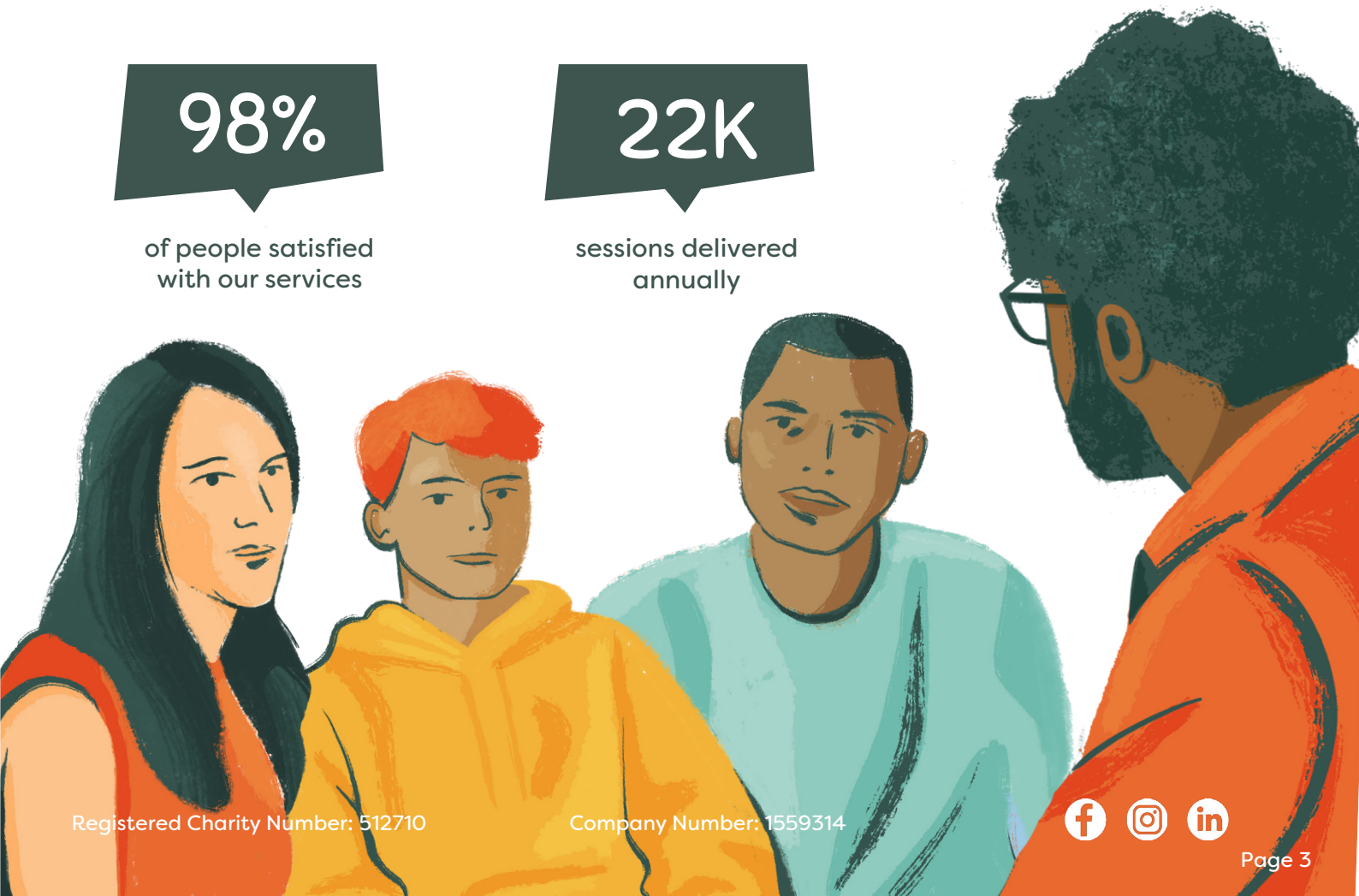
Respect
Accredited

98%

of people satisfied with our services

22K

sessions delivered annually



Services



Continually increasing the scope of our work.



Therapeutic Wellbeing Services



Individual Counselling



Children's Counselling



Sex Therapy



Couples Counselling



Community Projects and Alliances



Mediation

Services



Counselling and Psychotherapy



Relationship Counselling



Children and Young People's Counselling

Domestic Abuse Prevention Services



Behaviour Change Programmes



Partnership Working



Young People's Programmes



(Ex) Partner Support

Coming soon:



Sex Therapy

100+

funding streams making this work possible

Our Strategic Priorities for 2024 - 2026 are:



Dedicate

Commit ourselves to living our values; through being an employer of choice and a strong ethical and trusted partner.

Be true to our word.



Deepen

Expand our impact through co-design, data-driven decisions and high quality, equitable services.

Focus on impact.



Differentiate

Understand what makes us unique and leverage this through our marketing, communications and brand reputation.

Celebrate who we are.



Develop

Invest in our team and our systems to strengthen our foundation.

Be constantly learning.



Diversify

Strategically review our income streams, partnerships and organisational structure, whilst incorporating sustainable practices and technology.

Be ambitious and brave.

Our values are safe, authentic and person-centred.



“As a Trustee of this remarkable charity, I am repeatedly astounded by the monumental strides TLC continues to make. Witnessing the unwavering commitment, belief, and dedication of the staff is nothing short of inspiring.

I’m so impressed by the charity’s culture and shared vision that brings tangible change to people’s lives. It is a privilege to be part of a team so driven to making a positive difference to society, helping to ensure safe, healthy, and happy relationships for everyone.”

- Alvin Raymode, Trustee

Role Profile

Title: Chair of the Board of Trustees

General responsibilities:

To lead the Board in fulfilling its' role, giving firm strategic direction to the organisation, setting overall policy, defining goals, setting targets and evaluating performance against agreed targets.

In particular, it shall be the Chair's responsibility to advise and help guide the Board in its tasks of:

- Setting the vision, mission and standards of the organisation
- Ensuring that the organisation pursues its objectives as defined in its governing document
- Making sure that the organisation applies its resources exclusively in pursuance of its objectives
- Safeguarding and promoting the good name and values of the organisation
- Guaranteeing the effective and efficient administration of the organisation
- Securing the financial stability of the organisation
- Protecting and managing the charity's property and ensuring the proper investment of its funds

Additional duties of the Chair :

- Setting agendas for Board meetings
- Chairing and facilitating Board meetings
- Giving direction to Board policy-making
- Monitoring that decisions taken at meetings are implemented
- Representing the organisation at functions and meetings
- Acting as a spokesperson as appropriate
- Supporting the Chief Executive to keep an overview of the organisation's affairs
- Ensuring the highest standards of probity are maintained and legal responsibilities are met
- Managing risk to secure the organisation's long term sustainability

Additional duties of the Chair :

- Fostering a positive culture – including developing effective relationships with the Board, the executive, staff, partners and other stakeholders.
- Chairing the selection committee that appoints the Chief Executive and monitoring his or her performance. Leading the process of appraising the performance of the Chief Executive Officer
- Helping the Chief Executive Officer to determine the composition of appointment panels for senior leadership posts and, where appropriate, serving as a member of such panels
- Liaising with the Chief Executive Officer to develop the Board of Trustees, facilitate change and address conflict within the Board and within the organisation
- Facilitating the appointment of new trustees
- Under exceptional circumstances or in cases of urgency, the Chair of the Board of Trustees shall have authority to take decisions or to act on behalf of the Board.

Person Specification:

- Commitment to the organisation's mission and values
- Strategic vision
- Board experience
- Independent judgment
- Ability to think creatively
- Willingness to speak one's mind
- Leadership skills
- Tact and diplomacy
- Good communication and interpersonal skills
- Impartiality and objectivity
- Fairness and the ability to respect confidences
- Ability to devote the necessary time and effort (estimated 15 hours per month)



How to Apply

At TLC: Talk, Listen, Change we are as interested in your 'Why' as we are in your professional skills and experience. This is because we believe that having a team who are personally committed to and excited about their work will not only mean they are happier personally, but also that they deliver a better service for those we support. Simon Sinek captures clearly why we should always 'Start with Why'. A YouTube clip of his Ted Talk on the subject can be seen by clicking on the QR code below.

After watching the video of Simon Sinek, please record your own short video clip (no more than two minutes) of yourself talking about your own 'Why'. Please upload your clip and send via email along with your CV and cover letter (detailing why you would be a good fit for the role) with the subject line "name and chair application" to:

recruitment@talklistenchange.org.uk by 9am on 30th November 2024.

Shortlisted candidates will be invited to a meet and greet with Michelle Hill, CEO and Sarah Ingleby, Trustee and Chair of the Governance Committee.

Successful candidates will then be asked to attend an interview



Application Deadline: 9am 30th November, 2024

Terms of Appointment

- TLC: Talk, Listen, Change trustees are appointed for a term of 3 years. Trustees can be reappointed for up to 3 terms, until they have served a maximum of 9 years.
- TLC: Talk, Listen, Change trustees attend 4 meetings per year which take place quarterly, plus one strategic away day per year
- TLC: Talk, Listen, Change has 4 committees - business development, people, governance and finance. Trustees are expected to sit on a minimum of one, but as the Chair you are able to attend as many as you chose to. All meet quarterly.
- TLC: Talk, Listen, Change has adopted a Code of Conduct for Trustees which all trustees must abide by.
- We have a separate Board which meets to oversee our new commercial subsidiary and the Chair will need to develop a relationship with the Chair of the subsidiary too.
- TLC: Talk, Listen, Change holds a register of interests, which will be updated annually. Trustees are asked to provide an update of any new interests to the Chief Executive Officer, so the register is always up to date.
- All TLC: Talk, Listen, Change Trustees should aim for full attendance at board and committee meetings, unless there are exceptional circumstances.