

now you're
talking

part of the **TLC** group



Expertise, insights and new perspectives

Board Advisor Recruitment Pack

Introduction



Now You're Talking Therapy is a values-led, mission-locked company delivering accessible, high-quality talking therapies through a sustainable commercial model.

We are a wholly owned subsidiary of TLC: Talk, Listen, Change, and operate with a strong social purpose at our core.

As Now You're Talking continues to grow in ambition and complexity, we are introducing **Board Advisors** to help enhance the strategic capacity of our Board. This is a non-executive, non-voting role for individuals who want to make a meaningful contribution without the formal obligations of a director.

We are especially interested in hearing from individuals with expertise in: **marketing and communications; clinical governance; and, finance.** We are particularly looking for advisors with commercial and strategic experience in start ups. Advisors will offer informed challenge, strategic insight, and fresh perspective to support our development.

Becoming a Board Advisor offers the opportunity to shape the future of a purpose-driven organisation, expand your influence in the therapy and wellbeing space, and potentially build a pathway into formal Board roles in the future.

We look forward to working with individuals who are aligned with our mission and excited about helping Now You're Talking grow.



Helen Stuart
Managing Director

helenstuart@nowyouretalkingtherapy.co.uk



Let's connect

In more detail

Now You're Talking is a profit-with-purpose counselling and wellbeing subsidiary on a mission to change how businesses care for their people, and how Individuals prioritise their emotional health.

Born from our parent charity, TLC: Talk, Listen, Change, Now You're Talking brings deep expertise, compassion, and choice to all its clients.

Who are we?

TLC: Talk, Listen, Change is the UK's leading relationships charity, supporting people through abuse, crisis and relationship breakdown. We've delivered innovative programmes to help people build and maintain positive relationships for over 40 years.

We do what we do, because every day someone faces a crisis, but they shouldn't have to face it alone. Through our wellbeing, domestic abuse and mediation services, we help individuals, couples and families navigate life's toughest challenges, offering guidance and compassion when it's needed most.



How did this subsidiary come to be?

TLC: Talk, Listen, Change had always allowed people to pay for counselling services if they could afford to do so.

However, because of past confusion around payments and explaining our model to funders, the TLC Group (charitable) was formed with a commercial subsidiary to deliver customer-funded counselling.

Now You're Talking was launched in April 2024, with Managing Director Helen appointed into the role and stepping up operations October 2024.

Most importantly, of the profits generated 66% has always been intended to be donated back into the TLC Group, making TLC: Talk, Listen, Change's provisions for safe, healthy and happy relationships financially possible and sustainable.

How we support

TLC services:

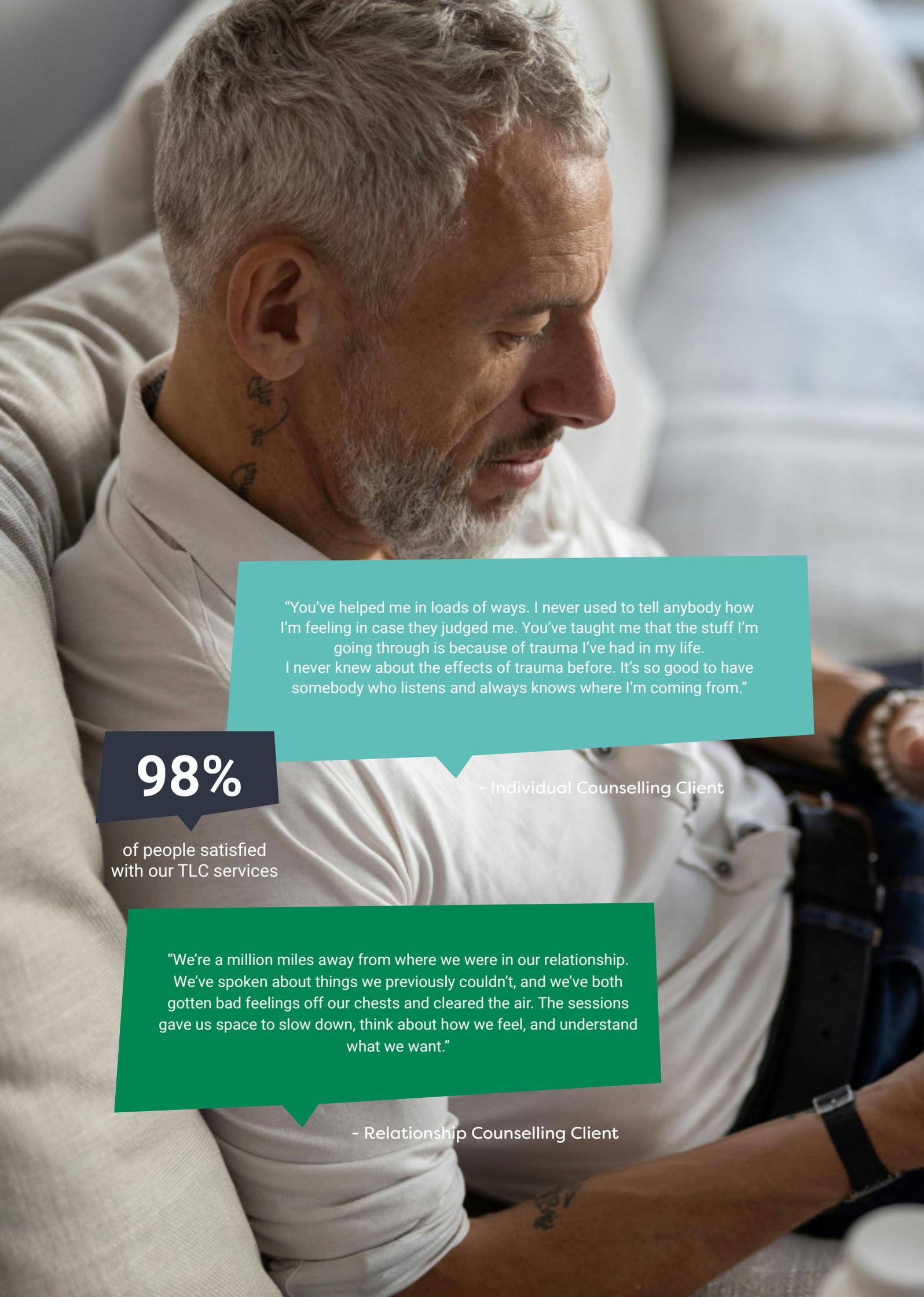
We currently deliver a wide range of health and wellbeing services and projects that encourage safe, healthy, happy relationships.

Counselling	Individual Counselling, Relationship Counselling, Sex Therapy, Children & Young People's Counselling, Family Counselling.
Domestic Abuse Behaviour Change	Men's Behaviour Change and Women's Behaviour Change (in group and/or one-to-one settings), Young People Using Harm Programmes.
Victim Support	Integrated (Ex)Partner Support, Children's Counselling, Children's Youth Groups.
Separation Services	Family Mediation.
Community Partnerships	Partnership working to support relationships out in the community (early-intervention and responsive types of support.)

Commercial services:

In Now You're Talking, people will be able to pay for counselling and therapies, including, but not limited to, the examples listed below:

Individual Support	One to one therapeutic support services for individuals (privately or through a workplace contract) such as Counselling, Coaching, CBT etc.
Relationship Counselling	Counselling for those in a relationship with each other, with a specific focus on working to resolve relationship issues.
Sex Therapy	Psychosexual therapy for individuals or people in a relationship experiencing difficulties in their sex lives.
Family Counselling	Counselling for families who want to improve communication and function better as a unit.
Children's Counselling	One-to-one, person-led support for children and young people.
Provisonal Services	Supervisory support for organisational units providing counselling to clients or customers, or workplaces needing support with Reflective Practice.



"You've helped me in loads of ways. I never used to tell anybody how I'm feeling in case they judged me. You've taught me that the stuff I'm going through is because of trauma I've had in my life. I never knew about the effects of trauma before. It's so good to have somebody who listens and always knows where I'm coming from."

- Individual Counselling Client

98%

of people satisfied
with our TLC services

"We're a million miles away from where we were in our relationship. We've spoken about things we previously couldn't, and we've both gotten bad feelings off our chests and cleared the air. The sessions gave us space to slow down, think about how we feel, and understand what we want."

- Relationship Counselling Client

Structure

As a charity, TLC: Talk, Listen, Change has an existing Board of Trustees. The Board for Now You're Talking sits as a subsidiary Board, which has a reporting line up to the TLC: Talk, Listen, Change Group Board.

Please note that this page serves to explain the wider structure that **Board Advisors** for Now You're Talking sit within.

TLC Board of Trustees

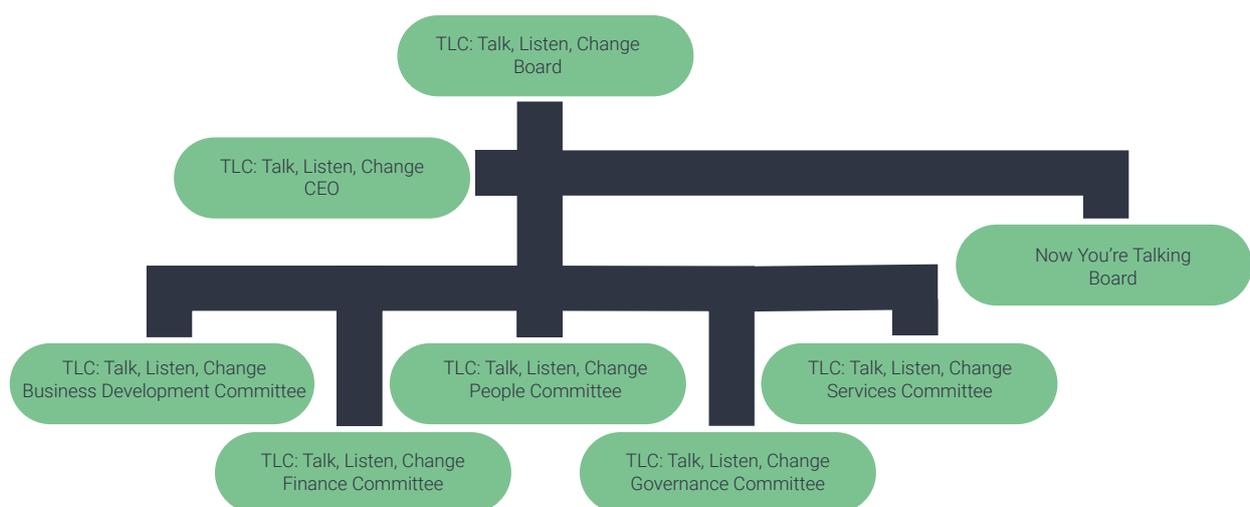
The TLC Board of Trustees governs our charity. It comprises 11 trustees and four subcommittees. Each subcommittee tackles a specific area of the organisation, but all collectively work to strategise and define goals for TLC. The Board also ensures that we're adhering to our policies and on the right path to achieve our goals. Some trustees are members of multiple subcommittees.

Commercial Board

Non-Executive Directors of Now You're Talking sit on an entirely separate Board solely to govern our commercial arm.

Like with our charity's Board of Trustees, members will help make decisions that define the organisation's path to success, while also ensuring it complies with overarching goals, policies, regulations, and legalities.

TLC's CEO (Michelle Hill) is also a Non Executive Director of Now You're Talking as well as Charlotte Spain (one of the TLC Trustees), this is to maintain an effective pathway of communication between the TLC charitable group and its commercial branch.



Board Advisors will report to the Chair and be reviewed annually.

Role Description

Board Advisor (Non-Executive)

Reporting to: Chair of the Board

Term: 1-year term, renewable by mutual agreement

Location: Meetings held online and/or in person

Purpose:

To provide independent, strategic advice and insight to the Board of Now You're Talking Therapy as it grows as a sustainable, values-led, mission-locked business. Board Advisors act in a non-executive capacity, offering challenge and support to the executive leadership without assuming director-level legal duties or liabilities.

Key Responsibilities:

- Offer strategic advice and insight in agreed specialist areas.
- Act as a critical friend to the Board and senior leadership.
- Participate in Board and/or subcommittee meetings as invited.
- Support business growth, social impact, innovation, and ethical governance.
- Help extend the organisation's networks and reputation.
- Champion the organisation's mission and values.

Expected Commitment:

- Attend up to 6 meetings per year. Meetings will be held in-person in Manchester or London, or online.
- Availability for occasional input between meetings.
- Participate in annual reviews of contribution and role relevance.

Person Specification:

- Expertise in a relevant area (e.g., marketing and communication, clinical governance, finance).
- Experience operating at a strategic level.
- Understanding of social enterprise, ethical business or values-led leadership.
- Strong interpersonal skills and ability to engage constructively.

Remuneration:

Voluntary role: Expenses will be reimbursed.

How to Apply



Head to www.talklistenchange.org.uk/jobs or www.nowyouretalkingtherapy.co.uk/workwithus to learn more about the role.

Please send an email containing your CV and covering letter (maximum of 1 side of A4) with **“Board Advisor Application”** as the subject to:

recruitment@talklistenchange.org.uk

Application Deadline: 3rd July 9am

For an informal chat, contact our Managing Direct, Helen Stuart
helenstuart@nowyouretalkingtherapy.co.uk

Let's start talking

Terms of Reference

1. Role and Status:

- Board Advisors support the Board in a non-binding, non-executive capacity. They are not statutory directors, have no fiduciary responsibility, and hold no decision-making authority.

2. Scope of Involvement:

- May attend full or partial Board meetings by invitation.
- May participate in specific working groups or committees.
- Do not vote and are not included in quorum.

3. Obligations and Conduct:

- Adhere to confidentiality and conflict of interest policies.

- Uphold and champion the organisation's social mission.
- Sign a Board Advisor Agreement and participate in induction.

4. Review and Termination:

- Role reviewed annually by the Chair.
- Either party may end the advisory arrangement with one month's notice.

5. Support:

- Advisors will be supported by the Chair or designated Board member.
- They will receive appropriate induction materials and access to key information as required.