



Hourglass

Safer ageing · Stopping abuse

Trustee Recruitment Pack



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Introduction

One in five older people are victims of abuse. That represents 20% of our mothers, fathers, uncles, aunts, grandparents, friends and neighbours.

Formerly known as Action on Elder Abuse, our charity's mission for nearly 30 years has been to end the harm, neglect, abuse and exploitation of older people in the UK. Over that time, our work has helped tens of thousands of people, shaped government policy and amplified this issue in the national press.

The charity has already changed significantly over recent years – with services spread across England, Scotland, Wales and Northern Ireland and more entry points than ever before. Our frontline services, such as our freephone 24/7 helpline, instant messaging, SMS, email and Knowledge Bank now support over 26,000 people a year and we're expanding our community response to help even more people at a local level.

These are vital steps for the only charity in the UK to focus on the abuse of older people and pursue a safer ageing agenda. Alongside collaborating with key stakeholders and other frontline organisations to nurture our safer ageing agenda, we want to create programmes that change lives and ways of thinking.

Hourglass was at the forefront in the recent changes to the domestic abuse legislation and we lobby hard across all four nations to ensure real understanding of this vital subject area. But we now need to raise our profile further and raise significant funds to ensure our voice is heard louder than ever.

This isn't about growing old gracefully. Safer ageing is about creating environments and procedures so that older people are not put at risk of abuse or neglect. Just as crucially, it's about empowering older people so they can, where suitable, live their lives independently and fully trust those people around them. We are also urging a change in laws: the criminal justice system must try harder to support older people and make safer ageing possible.

As you can see, we have a big job on our hands and we are looking for energetic, inspiring and committed individuals to join our Board of Trustees and challenge us to reach higher and meet our goals. You'll be helping to shape the future of Hourglass and develop strategies to better help older victim-survivors of abuse and their families.

We're looking for individuals who share our values and have experience in finance management, public policy, digital strategy, social investment, volunteer management, national and local government statutory bodies or fundraising.

Expertise in the charity sector, or previous Trustee experience is preferable but not essential. If you would like to help us build a safer ageing future for us all, we would love to hear from you.

About Hourglass

We are the only UK-wide charity focused on the abuse and neglect of older people.

Our 24/7 helpline is an absolute lifeline for older men, women and their families suffering from the five forms of abuse: physical, psychological, financial, sexual or neglect.

Around one million people over the age of 65 are victims of abuse each year in the UK. We believe abuse is woefully under-reported and that it demands parity with other forms of abuse in the social consciousness and in terms of funding.

We need support and understanding of the issue. With an ageing population, we need to turn the hourglass for millions of people before it's too late.

Our Vision

The charity will support the creation of a society that truly values older people - where those at risk can live free from abuse perpetrated by those in whom they have an expectation of trust. When abuse occurs, we seek an environment in which it can be identified and addressed.

Our Mission

We undertake to:

- Influence the actions of those in a position to effect societal change for the benefit of vulnerable older people
- Challenge, confront and highlight abuse of older people in all its forms
- Create a comprehensive support system for victims of abuse and their families
- Work in partnership with others to achieve these objectives
- Become wholly sustainable and self-supporting so that we can focus on the vital work we do



About Hourglass

Our Aims

- Prevent and challenge the abuse, harm and exploitation of older people
- Encourage timely and effective intervention to protect victims when abuse occurs
- Increase awareness of abuse at both an individual and societal level, particularly among those working with or having a responsibility for older people
- Raise the profile of abuse of older people, making it as socially unacceptable as child abuse or cruelty to animals
- Encourage the empowerment of older people through professional and peer support

Our Key Messages

- We will end the harm, abuse and exploitation of older people
- We will work to improve the criminal justice response to crimes against older people
- We believe in tougher sanctions for those who harm or abuse older people
- We will make the abuse of older people as socially unacceptable as child abuse or animal cruelty
- We believe that older people deserve to be safe within any relationship where there is an expectation of trust
- We will work to improve the statutory response to safeguarding older people experiencing or at risk of abuse.

Hourglass is committed to enabling as many vulnerable older people as possible to benefit from our work.



Board of Trustees and CEO

A message from Caroline Cox, Chair of the Board of Trustees:

When asked to write a bio for this pack I felt it was more important to talk about my aspirations and ambitions for the Board of Trustees at Hourglass but recognise you might want to know a little of my background first.

I have a background in both operational and strategic HR predominantly in the public sector and prior to that I was a full-time trade union official for several years. I have been a volunteer counsellor and trustee of a sexual and domestic abuse charity in Southampton for over twenty years.

My working history can be seen on LinkedIn, but I think it is what I bring as a person that is important. Through necessity in some cases but also because it is my working style.

I have built strong, rounded, working relationships with the CEO and his directors and beyond to the wider staff group. I am able and have given the time necessary to support the charity at times of real difficulty and have used my well-developed communication skills in doing so. I understand how and when to be tactful and confidential, can deal with ambiguity and complex situations and have high personal integrity and credibility.

I am a “big picture” person who understands the detail too and can roll my sleeves up or step back and consider strategy as required. I am consultative but can be decisive and am an experiential, risk taker.

So, what of my thoughts about the board? I want to build a Board of Trustees

- That has the needs of, and difficulties sometimes faced by older people at its core
- Where relationships are strong, with everyone being engaged and playing a key role in the governance of the charity (as laid out in the Memorandum and Articles of Association and association documents)
- That is vibrant, dynamic, responsive and flexible,
- That acts as a critical friend and challenges, supports and advocates but also shares ideas with the Executive team and each other
- That ensures our finances are well managed
- that brings to bear the diverse skills and knowledge that sits within each and every trustee.
- That reaches out to other like-minded people and organisations to work in
- partnership
- That is constantly learning and reflecting on its' own actions.

Hourglass is a unique charity and the rebrand in 2020 and the Manifesto and Blueprint 2023 strategy set out an exciting path for the charity that will ensure we champion safer ageing and raise the profile of the abuse, harm and exploitation of older people. Each and every one of us has a role to play in delivering on our aspirations. I am proud to be the person to lead us to success because it would make such a difference to older people that experience abuse of any kind and hopefully would set a culture across society where safer ageing is a given.

Board of Trustees and CEO

Members of the Board of Trustees

Caroline Cox - Chair

Ronnie Barnes - Vice Chair

Ali Cox - Treasurer

Sarah Browne

Andrea Nicholas-Jones

Tim Lucas

Mary Harrington

Leo Visconti

CEO

Richard Robinson became Chief Executive of Hourglass in January 2019. He has worked in the third sector for over 20 years and has experience in education, international development, medical and arts/culture organisations.

With an early career experience as a journalist, Richard combines a strong knowledge of communications with strategy and business nous as well as his experience of spending time as a Director of Communications and Fundraising.

Most notably, Richard led the Olympic 2012 charity and worked to build regeneration and culture programmes across East London. He also spent time in India working with leprosy organisations and led a music industry charity through modernisation and change management challenges.

Richard seeks to build profile for charities 'just under the radar' and combine this with a strong, visionary business plan with income generation and innovation at its heart.



About the role

The duties of a trustee board member are to:

- Ensure that Hourglass complies with its governing document, charity law, company law and any other relevant legislation or regulations
- Ensure that Hourglass pursues its objects as defined in its governing document
- Ensure Hourglass applies its resources exclusively in pursuance of its objects. For example, it must not spend money on activities which are not included in the objects, however worthwhile they may be
- Contribute actively to the Board of Trustees by giving firm strategic direction to Hourglass, setting overall policy, defining goals, setting targets, and evaluating performance against agreed targets
- Safeguard the good name and values of Hourglass
- Ensure the financial stability of Hourglass.

In addition to the above statutory duties, each Trustee should use any specific skills, knowledge or experience they have to help the board of trustees reach sound decisions. This may involve leading discussions, identifying key issues, providing advice and guidance on new initiatives, and evaluating or offering advice on other areas in which the Trustee has particular expertise. This will also cover:

- Working with fellow Trustees to shape, drive and monitor Hourglass's strategy
- Preparing for and participate fully in board and sub-committee meetings
- Acting reasonably in decision making and leadership of the organisation
- Ensuring the proper management and administration of the charity
- Using any specific skills, knowledge or experience you have to help the Board of Trustees reach quick and sound decisions by leading discussions, focusing on key issues, providing advice and guidance on new initiatives, or other issues in which you have special expertise
- Promoting the work of Hourglass externally
- Managing risks with a considered, proportionate and balanced approach
- Potential mentoring of executive/staff on a mutually agreeable basis



About the role

It is the responsibility of Board Members to:

- Act within the governing document and the law – being aware of the contents of the Charity's governing document and the law as it applies to Hourglass.
- Act in an open and transparent way with relevant persons in relation to the provision of fund-raising services.
- Act in the best interest of Hourglass as a whole – considering what is best for the charity and its beneficiaries and avoiding bringing Hourglass into disrepute.
- Manage conflict of interest effectively – registering, declaring and resolving conflicts of interest and loyalty. Not gaining materially or financially unless specifically authorised to do so.
- Respect confidentiality – understanding what confidentiality means in practice for Hourglass, its Board and the individuals involved with it.
- Have a sound and up-to-date knowledge of Hourglass and its environment – understanding how Hourglass works and the environment within which it operates.
- Attend meetings and other appointments or give apologies – considering other ways of engaging with the charity if regularly unable to attend Board meetings.
- Prepare fully for meetings and all work for Hourglass – reading papers, querying anything you don't understand and thinking through issues in good time before meetings.
- Actively engage in discussion, debate and voting in meetings – contributing positively, listening carefully, challenging sensitively and avoiding conflict.
- Act jointly and accept a majority decision – making decisions collectively, standing by them and not acting individually unless specifically authorised to do so.
- Work considerately and respectfully with all – respecting diversity, different roles and boundaries, and avoiding giving offence.
- Acknowledge the challenges of successful fundraising and ensure that success is celebrated within a constructive culture of change that can adapt to fit a changing fundraising landscape.

The role of the Board of Trustees:

At its simplest, the role of the Board of Trustees is to receive assets from donors, safeguard them and apply them to the charitable purposes of Hourglass. The Board must always act in the best interests of Hourglass, exercising the same standard of duty of care that a prudent person would apply if looking after the affairs of someone for whom they have responsibility. The trustee board must act as a group and not as individuals.

Person Specification

- Committed to the organisation and have sufficient time and willingness to contribute effectively to board proceedings
- Experience of fundraising, income generation and philanthropy and/or donating large gifts to charities either as an individual or as part of their role in an organisation.
- Experience and an understanding of strategy development.
- Ability to work effectively as a member of a team.
- Willing to speak up and can remain independent of any influence from another organisation or individual.
- Reasonable level of understanding of legal, financial, audit and other regulatory requirements of a charity.
- Willing to engage with their networks and more broadly in advocacy and fundraising.
- Able to make quick and sound decisions based on an analysis of information presented to them.
- Can manage risks with a balanced and informed approach.

Each Trustee must have:

- A commitment to the mission of Hourglass
- A willingness to meet the minimum time requirement.
- Integrity
- Strategic vision
- Good, independent judgement
- An ability to think creatively
- A willingness to speak their mind.
- An understanding and acceptance of the legal duties, responsibilities and liabilities of trusteeship
- An ability to work effectively as a member of a team and to take decisions for the good of Hourglass

Commitment to Diversity and Inclusion

We welcome applications from anyone regardless of their age, experience, disability, ethnicity, heritage, sexuality, religion, gender and socio-economic background.



Additional Details

Base: Home-based with attendance required at five Board Meetings, an AGM and events

Type of position: The post is unremunerated, although travel expenses will be covered.

Length of tenure: An Hourglass Trustee serves for a three-year term which is then extendable by a further three years on election.

Time Commitment: Trustees, aside from their commitment to attending the five Board meetings and AGM, are welcome to join a range of other sub-committees and National Councils in England, Scotland, Wales and Northern Ireland.

In time, we are particularly keen to set up a standalone Development Board (Fundraising Committee) but the exact nature of this commitment will be at the behest of the coordinating trustee.

The charity, in normal times, runs conferences and other events across the UK and Trustees are welcomed to all of these at their convenience.



How to apply

Please apply by submitting a copy of your Curriculum Vitae (CV) and a covering letter, not exceeding one page, highlighting your suitability for the position and why you are interested, by email to: **chiefexecutive@wearehourglass.org**.

All applications will be treated in the strictest confidence. Interviews will be held via video conferencing if a face to face meeting is not possible.

To enquire further about this position, please email enquiries@wearehourglass.org or call us on 02088 359 280.



Find out more about Hourglass

To read more about the important work we do at Hourglass, please visit:

www.wearehourglass.org

www.knowledgebank.wearehourglass.org

<https://www.linkedin.com/company/we-are-hourglass/>





Hourglass

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Contact us:

24/7 Helpline: 0808 808 8141

Our helpline is entirely confidential and free to call from a landline or mobile, and the number will not appear on your phone bill

Text message: 07860 052906

Texts from outside the UK will be charged at their standard international rate which will differ depending on location and service charges of your phone provider. The number will not appear on your bill and in your phone records but will not be identified at Hourglass.

INSTANT MESSAGING service: www.wearehourglass.org

Get information from our CHATBOT - www.wearehourglass.org

Get information from our KNOWLEDGE BANK - knowledgebank.wearehourglass.org

Email: helpline@wearehourglass.org

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