

# Trustee recruitment information pack

## September 2022



# We're Glasspool and we are looking for new trustees

Thank you for your interest in Glasspool.

The cost of living crisis is set to push many more people into poverty as rising food and energy prices hit low income households the hardest.

Demand for our support to alleviate hardship has never been greater. We want to recruit up to three new trustees. They will join our committed team focused on alleviating hardship and preventing people from reaching crisis point. This is a wonderful opportunity to enable people to shape their lives and look forward to tomorrow.

# Contents

Message from the Chair	4
Our work	6
Our impact	7
Inclusion and diversity	9
Why trustees are so important	10
Trustee responsibilities	12
How to apply	14

# Message from the Chair

Thank you for your interest in Glasspool. We provide small one off grants for essential household items and clothing to people facing hardship.

Through our strong network of frontline support workers, we are able to target our support to individuals, couples and families across the UK.

Demand for our grant giving has never been greater. Although we are proud we've been able to alleviate hardship during these uncertain times, the situation facing some of the most vulnerable in society continues to be deeply challenging.

To be able to respond to these challenges we are reflecting and reviewing our work, including asking questions around our impact.

This is an exciting time to join Glasspool, as we wrestle with these big questions and develop our work to better support those facing hardship.

We are looking to appoint up to three new trustees to join the board to work with us and support those in crisis across the UK.

We particularly encourage applications from people with personal experience of the challenges faced by the people we support – people with social welfare knowledge and experience – and people from a wide range of ethnic backgrounds.

Our trustees are encouraged to grow and develop. They receive an induction and on-going training to support them in their role. They'll join a friendly team where different experiences and perspectives are valued.

You don't need to have experience as a trustee. For us, believing in our work to alleviate hardship is enough – we'll support you with everything else, including training and mentoring.

Our founder Richard Glasspool, never forgot the financial difficulties he experienced as a young man. We are proud to continue his work and legacy. I hope you consider joining us and playing a part in supporting those facing hardship.

**Kerri Phillips,  
Glasspool Charity Trust Chair**





## We're here for individuals, couples and families facing hardship

Through our small one-off grants, we provide single people, couples and families essential household items and clothing to provide comfort, nutrition, dignity and a safe home. We work closely with frontline support workers to target our grants for those who most need it. This also means our grant is provided as part of a wider package of support, to help them build a brighter future.

## Setting a new direction

This is a pivotal time to join our Board of Trustees. We're in the last year of a five-year strategy and are looking to set a new strategic direction for the next five years. Nothing is off the table. Building new partnerships. Developing a new approach to grant giving. Changing our support model. We are open to whatever will make the biggest difference to the people we exist to support.

Working with us, you can help us set this new direction so that we maximise the impact of our support to those in challenging circumstances. This is a brilliant opportunity to make a huge difference to those hardest hit.



# Our work

The Covid-19 pandemic, and now the cost of living crisis, has magnified existing disadvantage. It's also pushing more people, who were just about managing before, into financial hardship.

## During 2020/21

**11,839**

PEOPLE SUPPORTED

**7,429**

ADULTS

**4,410**

CHILDREN



“Glasspool grant giving is not a random scattering of funding. It’s delivered as part of a wider support package - vital in helping people to change their circumstances.”

**Andy Mellows**, Head of Charities,  
The Drapers’ Company

**6,967**

ITEMS PROVIDED including beds, ovens, fridge-freezers, washing machines and clothes





# Our impact

Sometimes people just need a little bit of help to gain some stability. Living without access to essential items, like ovens and washing machines, can result in the detriment of their health, home and mental wellbeing. At the same time, providing these items can immediately put people in a better position, where they can then focus on other things to help build a better future.

## Meet Lin and Steve

We provided Lin and Steve with a fridge freezer when their old one broke. Lin shares the impact this had on them.

**“Six years ago my husband Steve suffered a massive stroke. I went from his wife to his full-time carer. When Steve started to regularly suffer with an upset stomach, I realised our fridge freezer wasn’t keeping food at the correct temperature.**

**We’ve always been proud, hardworking people. Never in my life did I expect that one day I’d need to call a charity for help. When you work and have access to money, you don’t think about replacing appliances. But, when you don’t have the means to replace it, that appliance becomes yet another hurdle in an already challenging situation.**

**The fridge-freezer Glasspool provided has made a big difference to our lives. Steve is no longer sick, and, by being able to use the handles to open the doors, he can live more independently. This means the world to Steve. He is a proud man, and doesn’t want to rely on his wife for everything.”**



**“The fridge-freezer Glasspool provided has made a big difference to our lives.”**

**Lin**

# Want to know more?

Why not get a little closer to our work by reading the following documents.

»» **Impact report 2020/2021**

»» **Annual Report 2020/21**

»» **Supporting People in a time of Change – Our Strategy 2018-2023**

---

“The whole process and the way you communicate – I can’t fault you! Easiest and nicest to deal with! You always get back to us if you need any extra information. You’re human, it’s got that personal touch.”

**A support worker**

---

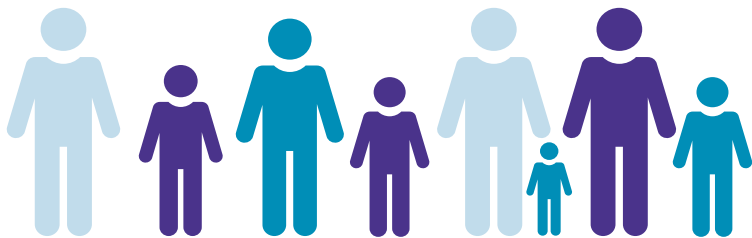




## Our focus on inclusion and diversity

At Glasspool we believe that a diverse board means a board that is more innovative and creative, and ultimately pushes the organisation forwards. We want our board to represent the diversity of the people we support. Different experiences, expertise and perspectives are valued, and everyone is encouraged to grow and develop.

This is why we are actively seeking to recruit a diverse group of trustees. We are flexible and understand everyone has different needs, so we will always try to find ways to accommodate them. Don't underestimate what you can bring to the role. Whether your experience is from your personal or professional life, you'll be able to share your skills, knowledge and experience with us to help thousands of people every year.





# Why trustees are so important

Our trustees play a big part in helping us keep our strategic promises and meet the needs of those we're here to support. As a trustee some of the vital things you'll be doing include:

- Ensuring we are meeting the needs of the people we exist to support
- Effectively manage our resources
- Making sure we are accountable and do what we say we will do
- Collaborating and celebrating each of our unique skills and experiences to drive impact

## Trustee time commitment

We currently have eight trustees who get together four times a year (once every quarter) to attend board meetings in Walthamstow London, and attend our annual planning away day. These meetings are always open, lively and friendly. Together we discuss, make decisions and ensure we're delivering on our objectives. There are three sub-committees (Finance, Grants and HR) who meet remotely four times a year. Appointed for a five-year term, trustees can serve up to three terms if they choose to. Although this role is unpaid, we reimburse travel and other expenses.

We understand everyone has different things going on in their own lives including, children, ageing parents, caring responsibilities and work. And then there's the unexpected stuff. That's why we're adaptable. If you can't meet in person, or at a particular time or date, we will do whatever we can to work around it so you can take part.



# An opportunity to grow and develop

Being a trustee opens up a whole new world. Not only do you get to meet and work alongside a variety of people, you also get the opportunity to develop new skills and knowledge. It can also provide meaningful grounding in a leadership role.

- You will play a role in our strategic leadership and governance
- Your experience with us will enable you to develop your skills and knowledge (and meet new people)
- Your time with us may open up other trustee opportunities or paid roles



---

“Being a trustee at Glasspool has genuinely been one of the most enjoyable and fulfilling experiences of my life. It has been an opportunity to use my skills and knowledge as an Occupational Therapist not only to advise on individual awards and to inform grant giving policy, but also to be involved in the continuing strategic development and evolution of this charity.

Being a part of such a thriving organisation and being part of the Glasspool ‘family’ is addictive and I have learnt so much from other trustees which has enhanced my skillset and broadened my knowledge base in so many ways.”

**Robert Birmingham**

---



# Trustee-Director responsibilities

To join us, you don't have to have experience as a trustee. We just want your positivity and passion to help change lives.

## Our responsibilities

- Alongside the other trustees, ensure Glasspool operates in a manner that enables it to fulfil its objectives as effectively and efficiently as possible.
- Provide strategic direction, setting overall policy, defining goals, setting targets and evaluating performance.
- Use our resources appropriately to achieve our purpose, ensure our financial stability and grow our resources.
- Act in accordance with our governing documents and comply with charity and company law and other relevant legislation or regulations.
- Have a balanced approach to risk that protects us, but does not hold us back from developing.
- Safeguard our reputation and live our values.
- Appoint and support the Chief Executive Officer and monitor their performance.

In addition to the above statutory duties, each trustee-director should use any specific skills, knowledge and lived, learned and practiced experience, to help us reach sound decisions.





## We are looking for people who:

- Bring a variety of experiences, expertise and perspectives to our existing trustee group.
- Are passionate, enthusiastic and enjoy building relationships with others.
- Are willing to share their views and respect the views of others, even if they have different ideas and opinions.
- Have an understanding or willingness to learn about the role of a trustee.
- Are able to work effectively as a member of a small team and make decisions for the good of the charity.
- Will actively promote our purpose, values and strategy.
- Will understand the need for, and will actively demonstrate, confidentiality.
- Is comfortable in the use of IT including video conferencing.
- Other trustees and staff can rely on you to provide the time and commitment needed to carry out the role.



# Interested? Here's how to apply

We all have our own preferred ways of communicating, so you can either send us your CV and a covering letter or a video clip to [info@glasspool.org.uk](mailto:info@glasspool.org.uk)

In the covering letter or video clip please address the following questions:

- 1. Why are you interested in becoming a trustee with us?**
- 2. What skills, knowledge or experience you would bring (this could be lived, learned or practiced)?**
- 3. How do you meet the personal qualities outlined on page 13?**

If you'd like to have an informal chat to find out a bit more, please contact Julie Green, Chief Executive Officer, on [julie@glasspool.org.uk](mailto:julie@glasspool.org.uk) or call 07512 351100.

**Closing date for applications 17th October 2022.**

**Interview with the recruitment panel the week of 21st November 2022.**

The panel will be made up of two of our existing trustees and a recruitment adviser.