

# Chair of the Board of Family Fund Business Services

**Candidate Information Pack**

May 2022



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# Welcome from Cheryl Ward, Group Chief Executive and Director of FFBS



Thank you for your interest in joining the Board of Family Fund Business Services (FFBS) in this key role of Chair.

FFBS is a wholly owned trading subsidiary of Family Fund, a charity that for 49 years has provided essential grant support, information and advice to families on low incomes raising disabled or seriously ill children and young people across the UK.

FFBS works with charities, housing providers, local authorities and other organisations to make distributing practical support to people in need, efficient and hassle-free. Through its work it is also able to provide a source of funding to our charity and has generated profits of over £9.4 million that are gifted to help support the delivery of our charitable purpose since its launch in 2013. On course to deliver its best ever year, FFBS is vitally important to its clients, our charity and the thousands of beneficiaries that together we support.

You will be joining FFBS at an exciting time! We are entering the final year of our strategy and have just appointed a new Director to lead our team. Our Chair will lead the FFBS Board as we build on the success we have already achieved as we create and deliver our new strategy, exploring new markets and opportunities. We are ambitious and we aim to continue to grow in order to deliver sustainable funding to our charity so we can continue to invest in new and existing services and provide essential support to those that need it.

Our new Chair will work closely with the Family Fund Senior team, Board of Directors, and Trustees to oversee and govern the work of the subsidiary.

I hope you will be attracted to this exciting and challenging opportunity to lead our organisation, and to help us to grow our income and support our charity and its essential work.



Regards  
**Cheryl**



# Who we are

Family Fund Business Services is the UK's leading fulfilment and grant administration service. We work with charities, housing providers, local authorities and other organisations to make distributing practical support to people in need, efficient and hassle-free.

Whether furnishing accommodation or fulfilling a grant fund scheme, clients can order from thousands of essential goods and services with ease, through our online fulfilment portal. Our one-stop-shop approach allows customers to enjoy easy ordering and delivery of goods through just one supplier and means just one monthly invoice. Our service saves customers time and money, helping their funds go further.

Established in 2013 as a social enterprise and wholly owned subsidiary of [Family Fund](#), FFBS serves to generate additional, unrestricted funding for the charity. Every penny of profit is gifted to Family Fund and so, by partnering with FFBS, clients are helping to support even more families raising disabled or seriously ill children.

You can find out more about our work and our clients on our website:  
[www.familyfundservices.co.uk](http://www.familyfundservices.co.uk)

## Our purpose



To generate unrestricted income for Family Fund, to help sustain and develop the work of the charity.

## Our vision



To provide cost effective solutions for our customers and sustainable funding to our parent charity.

## Our mission



To work in partnership to help our customers, help others; demonstrating social value in everything we do.



# Our current strategy

**£76.8 million**

Of grant-awarded goods  
and services to over

**700,000**

Households.

**£2.8 million**

In gifted profit for our  
parent charity Family Fund,  
donated as unrestricted  
funding

**We are proud of the  
impact we made in  
2021-2022**

## Our strategic objectives

**Developing and growing** our customer  
and supplier base in line with market  
opportunities, across multiple sectors

**Sharing** our fulfilment and grant  
administration expertise; increasing social  
value and helping our customers extend  
their reach

**Sustaining and nurturing** our existing  
business by demonstrating a customer  
centric, collaborative approach to  
relationship management

**Investing** in our systems and people  
to secure our future



# Joining us as Chair

As Chair, and a Non- Executive Director you fulfil your role on a voluntary basis, serving for an initial term of at least three years extending to a second term.

FFBS is a wholly owned trading subsidiary of Family Fund but has its own Board consisting of no more than six Directors, including two Trustees. A relationship agreement is in place between the charity and its trading subsidiary with the Chair regularly reporting to the Board of Trustees on the performance of the subsidiary.

The Family Fund Group seeks to have a broad and diverse range of experience and skills within the Board membership. As a group supporting the needs of families raising a disabled or seriously ill child we encourage applications from those who have a passion and commitment to improve the lives of such families. To be the Chair of the Board of Family Fund Business Services requires time, understanding and effort.

We are seeking to appoint a Chair of the FFBS Board who has experience of Board oversight and governance, alongside financial or commercial business leadership. A passion for making a positive impact on the lives of children and young people with special educational needs and disabilities (SEND) is also essential!

We welcome candidates of any gender (women, men or other gender identity) and from any background who have the required skills and experience.

We would like to particularly encourage those from Black, Asian and Minority Ethnic backgrounds, people belonging to minority religions, LGBT people and people with disabilities or long-term conditions to apply, to increase the diversity of the current board and bring fresh perspectives through their lived experience.

## Our current Board

You can find out more about our current FFBS Board members, their responsibilities and experience on our website [www.familyfundbusinessservices.co.uk](http://www.familyfundbusinessservices.co.uk) and about our Charity Trustees here [Our board | Family Fund](#).

## Support in the role

We will make every effort to help you fulfil your role to the best of your abilities, and to support your development. We give all new trustees an induction and we have a board development programme to support you in developing your skills.



# Inclusion at Family Fund

Inclusion is not a new concept at Family Fund and Family Fund Business Services.

It is fundamental to who we are and why we do what we do.

With the input of our staff, we have created our **inclusion statement**. This sets out our commitment to improve inclusion in all aspects of our work.

## **A place for you to be you**

Our vision is to have a culture where we acknowledge and celebrate all differences so our staff, volunteers, and the families we support feel safe and free to be themselves, always.

We fundamentally believe in equity and inclusion. These beliefs and our values will influence all that we do: we are supportive, connected, passionate and determined.

We are committed to creating a culture that holds diversity and inclusion at the heart of everything we do and to establishing an environment that champions equity for us all, making sure we are all treated fairly and reach our personal potential.

We recognise that this requires continuous and concerted action and will learn together to build and then maintain this inclusive environment. Everyone at Family Fund takes responsibility for doing this together.

You can find out more at [About us | FFBS – the UK's leading fulfilment service](#) [Family Fund Business Services \(familyfundservices.co.uk\)](#) and [Inclusion at Family Fund | Family Fund](#)



# Role description

Time commitment: Four Board meetings per year. The Chair may be asked to attend a charity board meeting or Committee meeting from time to time. The Chair may also be asked to represent the trading subsidiary at various events.

Reporting to Charity Board of Trustees

Responsible for FFBS board of Directors.

The Chair will hold the Board and Executive Team to account for the FFBS mission and vision, providing inclusive leadership to the Board of Directors, ensuring that each Director fulfils their duties and responsibilities for the effective governance of the trading subsidiary. The Chair will also support, and where appropriate, challenge the Executive team and ensure that the Board functions as a unit and works closely with the Board of Trustees and the Executive of the charity and trading subsidiary to achieve agreed objectives. The Chair may be asked to act as an ambassador for the trading subsidiary when required.

## Principal responsibilities

### Strategic leadership

- Provide leadership to the Board, ensuring that the trading subsidiary maximises impact and delivers its income forecast for the charity.
- Ensure that Directors fulfil their duties and responsibilities for the effective governance of the organisations
- Ensure that the Board operates within its objects, and provides a clear strategic direction for the organisation
- Ensure that the Board is able to regularly review major risks and associated opportunities, and satisfy itself that systems are in place to take advantage of opportunities, and manage and mitigate the risks
- Ensure that the Board fulfils its duties to ensure sound financial health of the trading subsidiary, with systems in place to ensure financial accountability

### Governance

- Ensure that the governance arrangements are working in the most effective way for the trading subsidiary.
- Develop the knowledge and capability of the Board of Directors
- Encourage positive change where appropriate and address and resolve any conflicts within the Board and wider Governance structure
- Appraise the performance of the Board on an tri-annual basis
- Work within any agreed policies adopted by the charity for the trading subsidiary including the relationship agreement.



# Role description

## External Relations

- Act as an ambassador for the trading subsidiary when required
- Maintain close relationships with key stakeholders including the Chair of the charity
- Represent the trading subsidiary at external functions, and events
- Facilitate change and address any potential conflict with external stakeholders

## Efficiency and effectiveness

- Chair meetings of the Board effectively and efficiently, bringing impartiality and objectivity to the decision making process
- Ensure that Directors are fully engaged and that decisions are taken in the best, long-term interests of the trading subsidiary and the Charity and that the Board takes collective ownership
- Foster, maintain and ensure that constructive relationships exist with and between the Directors and Trustees
- Monitor that decisions taken at meetings are implemented.

## Relationship with the Chief Executive and the wider management team

- Establish and build a strong, effective and a constructive working relationship with the Group Chief Executive, and Directors ensuring they are held to account for achieving agreed strategic objectives
- Support the Group Chief Executive and Directors, whilst respecting the boundaries which exist between the two roles
- Ensure regular contact with the Group Chief Executive and Directors develop and maintain an open and supportive relationship within which each can speak openly about concerns, worries and challenges
- Liaise with the Group Chief Executive and Directors to maintain an overview of the trading subsidiary affairs, providing support as necessary

## Additional information

The Vice-Chair acts for the Chair when the Chair is not available and undertakes assignments at the request of the Chair.

The above list is indicative only and not exhaustive. The Chair will be expected to perform all such additional duties as are reasonably commensurate with the role.

# Person specification

## Personal Qualities

- Demonstrate a strong and visible passion and commitment to the charity and trading subsidiary, its strategic objectives and cause
- Personal gravitas to lead a significant national organisation
- Exhibit strong inter-personal and relationship building abilities
- Demonstrate tact and diplomacy, with the ability to listen and engage effectively
- Strong networking capabilities that can be utilised for the benefit of the charity
- Ability to foster and promote a collaborative team environment
- Ability to commit time to conduct the role well, including travel and overnight stays

## Experience

- Experience of operating at a senior strategic leadership level within an organisation
- Successful track record of achievement through their career
- Experience of governance and working with or as part of a Board of Directors
- Significant experience of chairing meetings and events

## Knowledge and skills

- Broad knowledge and understanding of the commercial sector and current issues affecting it
- Strong leadership skills with the ability to motivate Directors and staff, and bring people together
- Financial management expertise and a broad understanding of finance issues
- Good understanding of charity and trading subsidiary governance

## Term

- The Chair (and board members) will serve an initial three-year term to be eligible for re-appointment for one additional term.

## Remuneration

- The role of Chair is not accompanied by any financial remuneration, although expenses for travel may be claimed.

# Application process

We hope you have enjoyed finding out a little more about our work and we look forward to hearing from you.

For a confidential discussion about the role, please contact Melissa Baxter ([melissa.baxter@russam.co.uk](mailto:melissa.baxter@russam.co.uk) / 07789 985229).

Please include the following with your application:

- a comprehensive CV, including your recent achievements, and the details of two referees;
- a supporting statement addressing your motivations for applying;
- we will also ask you to complete an Equal Opportunities monitoring form.

All applications should be uploaded via the Trustees Unlimited website.

Shortlisting interviews with Trustees Unlimited will take place towards the end of June. Interviews with Family Fund will be held virtually via Microsoft Teams during week commencing 11 and week commencing 18 July.

We are committed to furthering equality, diversion and inclusion in all we do and welcome candidates from all backgrounds. If you require any adjustments to enable you to be your best during the selection process please let us know.



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