

# Non-Executive Director Family Fund Business Services

**Candidate information pack**  
October – November 2023



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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 the role of a Non-Executive Director (NED).

FFBS is a wholly owned subsidiary of Family Fund, a charity that for 50 years has provided essential grant support, and information to families on low incomes raising disabled or seriously ill children and young people across the UK.

FFBS was founded some 10 years ago as a social enterprise to provide a source of income for the charity whilst working 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 FFBS has generated profits of over £12.7 million that have been gifted to help support the delivery of Family Fund's charitable purpose. On course to deliver its best-ever year in 2023-24, 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 have developed our new strategy and have recently appointed a new Chair to our small team. Our strategy is ambitious and exciting as we build on the success we have already achieved and explore new markets and opportunities.

We aim to increase the sustainable funding delivered to our charity parent so we can continue to invest in services and provide essential support to those that need it.

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

Regards  
**Cheryl**





## Who we are

Family Fund Business Services is a 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 with 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.familyfundsolutions.co.uk](http://www.familyfundsolutions.co.uk)

### Our vision



To be the first choice fulfilment provider for grant-making bodies in the UK, helping client's funding go further.

### Our mission



We are in business to deliver cost effective fulfilment with social value to UK grant-making bodies. Together we improve lives everyday

### Our values



Supportive  
Connected  
Passionate  
Determined



# Our strategy and impact

In 2023 we  
delivered  
**£73.3 million**  
of grant-awarded  
goods and services  
delivered to over  
**700,000**  
households  
generating  
**£3.2 million**  
in gifted profit for our  
parent charity Family  
Fund, donated as  
unrestricted funding

## Our strategic objectives

### Grow

- Net profit to £5m
- Brand and awareness
- Our skills and abilities
- Customer base

### Support

- Our colleagues
- Clients
- Suppliers
- Beneficiaries
- Family Fund

### Deliver

- Exceptional service
- Value for clients
- On our promises
- Growth for suppliers



# Joining us as Non-Executive Director

As a Non- Executive Director, you will fulfil your role on a voluntary basis, serving for an initial term of at least three years, potentially 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 seven Directors, including two Charity Trustees and two NEDs. 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 across the Charity and subsidiary. 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 a NED requires time, understanding and effort.

We are seeking to appoint a NED to the FFBS Board who has experience of operating in a fast paced commercial environment. An understanding of marketing strategies for growth and using digital technology to drive business success are required to support our ambitious growth strategy. Board and governance experience is not essential as support can be given in this area.

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!

## 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 and person specification

## Role description

### Overall purpose

The NEDs are responsible for providing appropriate oversight, governance, and leadership to FFBS in the pursuit of its strategies. NEDs should scrutinise the performance of the Executive in meeting goals and objectives and monitor the reporting of performance. They should satisfy themselves as to the integrity of financial, operational, and other information and that financial quality controls and systems of risk management are robust and defensible. They ensure that the organisation and Board delivers for its sole shareholder Family Fund Trust.

### Key accountabilities

- To act as an unbiased, objective, and impartial member of the Board, ensuring that all decisions taken are in the best long-term interests of FFBS, its stakeholders and employees.
- To offer advice and guidance in a consultative capacity to executive directors and senior managers as required.
- To assist in the development of the organisation's strategy, ensuring this is implemented via effective policies and plans, whilst ensuring effective risk management and control processes are in place.
- To ensure that the organisation is run in a transparent and equitable manner.
- To ensure that the Board operates in line with accepted good practice and in terms of corporate governance.

### Key responsibilities

- To attend four formal Board meetings a year, currently two in person and two online meetings (as well as other ad hoc meetings) and to sit on Board sub-committees as required.
- To act as a consultant to and mentor for the executive Board members, insofar as this does not compromise the independence of the NED.
- To ensure that the organisation has a robust, workable, and viable operational strategy, including detailed financial plans.
- To monitor the operational performance of the organisation and the executive management.
- Demonstrating the Group's values of being supportive, determined, connected and passionate in all that you do.
- Protecting and promoting the reputation of the Group at all times.
- Commitment to safeguarding and inclusion in all that we do.

### Person specification

- Evidence of success in your chosen career.
- Proven advisory/committee experience at a senior level and/or senior leadership experience at Board level.
- Good all round business acumen, with proven experience, skills, and knowledge of the requirements to lead a successful business.
- Highly developed interpersonal and communication skills.
- Ability to understand complex strategic issues, analyse and resolve difficult problems.
- Good knowledge of corporate governance and Board responsibilities.
- Sufficient time and commitment to fulfil the role.



# 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 sent to **[applications@trustees-unlimited.co.uk](mailto:applications@trustees-unlimited.co.uk)** with 'Family Fund Business Services' in the subject line by the closing date of **Monday 20 November 2023**.

Shortlisting interviews with Trustees Unlimited will take place at the end of November.

**Interviews with Family Fund will be held virtually via Microsoft Teams on Tuesday 12 and Wednesday 13 December.**

We are committed to furthering equality, diversity and inclusion in all we do and welcome candidates from all backgrounds. We would like to particularly encourage people with disabilities or long-term conditions, or experience of raising or caring for a disabled child to apply, to bring the perspective of their lived experience.

If you require any adjustments to enable you to be your best during the selection process please let us know. Interview questions will be provided in advance.

