**We Hear You (WHY) Chair Role Description**  

**Voluntary Position**

The Chair will hold the Board and Director to account for the Charity’s mission and vision, providing inclusive leadership to the Board of Trustees, ensuring that each trustee fulfils their duties and responsibilities for the effective governance of the charity. The Chair will also support, and, where appropriate, challenge the Director and ensure that the Board functions as a unit and works closely with the Director of the charity to achieve agreed objectives. He or she will act as an ambassador and the public face of the charity in partnership with the Director.

In addition to the responsibilities of any Trustee, the additional responsibilities of the Chair will include:

**Strategic leadership**

* Provide leadership to the charity and its Board, ensuring that the Charity has maximum impact for its beneficiaries
* Ensure that Trustees fulfil their duties and responsibilities for the effective governance of the Charity
* Ensure that the Board operates within its charitable objectives, and provides a clear strategic direction for the Charity
* 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 charity, with systems in place to ensure financial accountability

**Governance**

* Ensure that the governance arrangements are working in the most effective way for the Charity
* Develop the knowledge and capability of the Board of Trustees
* Encourage positive change where appropriate
* Address and resolve any conflicts within the Board
* Appraise the performance of the Trustees and the Board on an annual basis
* Ensure that the Board of Trustees is regularly refreshed and incorporates the right balance of skills, knowledge and experience needed to govern and lead the charity effectively, and which also reflects the wider population
* Work within any agreed policies adopted by the charity
* Present the Annual Review document at the AGM

**External Relations**

* Act as an ambassador for the cause and the charity
* Act as a spokesperson for the organisation when appropriate
* Represent the charity at external functions, meetings and events
* Facilitate change and address any potential conflict with external stakeholders

**Efficiency and effectiveness**

* Plan the annual cycle of Board meetings and set agendas
* Chair meetings of the Board of Trustees effectively and efficiently, bringing impartiality and objectivity to the decision making process
* Ensure that Trustees are fully engaged and that decisions are taken in the best, long-term interests of the Charity and that the Board takes collective ownership
* Foster, maintain and ensure that constructive relationships exist with and between the Trustees
* Work closely with the Director to give direction to Board policy-making and to ensure that meetings are well planned, meaningful and reflect the responsibilities of trustees
* Monitor that decisions taken at meetings are implemented.

**Relationship with the Director and the wider staff team**

* Establish and build a strong, effective and a constructive working relationship with the Director, ensuring s/he is held to account for achieving agreed strategic objectives
* Support the Director, whilst respecting the boundaries which exist between the two roles
* Ensure regular contact with the Director and develop and maintain an open and supportive relationship within which each can speak openly about concerns, worries and challenges
* Liaise with the Director to maintain an overview of the Charity’s affairs, providing support as necessary
* Conduct an annual appraisal and remuneration review for the Director in consultation with other Trustees
* Ensure that the Director has the opportunity for professional development and has appropriate external professional support

**General**

The Chair will be expected to adhere to all organisational policies, including health and safety.

**Safe Guarding Children**

This organisation is committed to safe guarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

**Equal Opportunities**

The Chair will be expected to implement We Hear You’s Equal Opportunities Policy in all aspects of their work.

**Confidentiality**

The Chair will be expected to abide by We Hear You’s Confidentiality Policy at all times.

**Person specification for a Chair**

In addition to the qualities needed by all trustees, the Chair should also possess the following:

**Personal Qualities**

* Demonstrate a strong and visible passion and commitment to the charity, its strategic objectives and cause
* Personal gravitas to lead the organisation
* Exhibit strong inter-personal and relationship building abilities and be comfortable in an ambassadorial role
* 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 attending events out of office hours

**Experience**

* Experience of operating at a senior strategic leadership level within an organisation
* Successful track record of achievement through their career
* Experience of charity governance and working with or as part of a Board of Trustees
* Experience of external representation, delivering presentations and managing stakeholders
* Significant experience of chairing meetings and events

**Knowledge and skills**

* Strong leadership skills, ability to motivate staff and volunteers and bring people together
* Financial management expertise and a broad understanding of charity finance issues
* Good understanding of charity governance issues