

Job Description: Trustee

Reporting to: Chair of the Board

Location: Office 3, 7 Thorpe Close, W10 5XL

Time commitment: 4 hours per month (including board meetings and occasional additional input)

About Family Friends

At Family Friends, we believe that everyone deserves support when things get tough. Our role is to walk alongside families during challenging times, helping them feel heard, understood, and supported. To our team, it's more than just a job - it's about showing compassion, building trust, and making a real difference. Through our trained volunteers and supportive team, we offer practical and emotional support that helps families build confidence, resilience and stronger connections.

Our work is grounded in compassion, trust and the belief that connection can make a lasting difference.

About the Role

As a Trustee, you will help guide and safeguard the work of Family Friends. Trustees play a vital role in ensuring the charity remains true to its mission, uses its resources wisely and continues to support families in meaningful and sustainable ways.

This is an opportunity to use your experience, perspective and judgement to help shape the future of a small but impactful charity. You will work collaboratively with fellow trustees and the CEO to provide strategic oversight, support strong governance and ensure that Family Friends continues to thrive and grow.

You do not need to have been a trustee before. What matters most is that you care about supporting families, share our values, and are willing to contribute your time, insight and thoughtful challenge as part of the board.

We are committed to building a diverse and inclusive board that reflects the communities we serve - we therefore welcome applications from candidates of all backgrounds and demographics. We provide a comprehensive induction, ongoing training, and dedicated support to all new Trustees.

Key Responsibilities

As a Trustee, you will share collective responsibility with the Board to ensure that Family Friends is well governed and able to achieve its charitable mission.

This includes:

- Ensuring that Family Friends complies with its governing document and relevant charity law
- Ensuring the charity pursues its charitable objects and remains focused on its mission to support families
- Ensuring that the charity's resources are used responsibly and only in support of its charitable aims
- Contributing to the strategic direction of the organisation, helping to shape priorities and long-term plans.
- Reviewing and supporting organisational policies, goals and performance.
- Providing constructive support to the CEO and leadership team
- Helping to ensure the charity remains financially stable and sustainably managed
- Safeguarding the values, reputation and integrity of Family Friends
- Attending and actively participating in trustee meetings and relevant discussions

Person Specification

What We're Looking For

We are looking for people who care deeply about supporting families and who want to contribute their skills and perspectives to help our charity grow and thrive.

You might bring:

- A genuine commitment to the mission and values of Family Friends
- Good judgement and the ability to think strategically about challenges and opportunities
- The confidence to ask thoughtful questions and contribute to board discussions
- An interest in supporting a small charity and helping it develop sustainably.
- The ability to work collaboratively and respectfully with others
- A willingness to contribute time, insight, and energy to the role

We particularly welcome trustees who can bring lived experience, professional expertise, or community insight that strengthens the diversity of our board.

Desirable Extras

- Prior experience on a Board of trustees or strategic support in the non-profit sector
- Knowledge of the local area – particularly Kensington & Chelsea, Hammersmith & Fulham, Westminster, or Brent.
- Understanding of safeguarding and confidentiality practices.

- Experience supporting children or families with special educational needs (SEN).