

A photograph of two men in a professional setting. The man on the left is bald, has a goatee, and wears glasses and an orange button-down shirt. He is smiling and looking towards the other man. The man on the right is wearing glasses and a dark blue blazer over a dark shirt. He is gesturing with his right arm towards the first man. In the background, there are some colorful abstract art pieces on the wall.

Chair of the Board

July 2025

Job description

Overview

To lead the Board in providing strategic direction, oversight, and effective governance - ensuring the organisation delivers social value, manages risk, and meets the needs of clients and stakeholders.

Role Purpose

- The Chair provides strategic leadership to the Board and the organisation as a whole; working with the Group Chief Executive Officer (CEO) to ensure delivery of the vision, values and objectives of the organisation.
- Provides effective governance, including shaping the Board's development and effectiveness.
- Ensures that the Board delivers its key strategic role in securing the organisation's long-term viability and sustainability and in compliance with all necessary regulations.
- Encourages a positive working relationship between Executive and the Board.
- Contributes to the external promotion and positioning of the organisation.
- Is a strong collaborator with a deep understanding of team dynamics, able to bring individuals together to form and sustain a high-performing, cohesive team.

Key Responsibilities

Strategic leadership

- Ensures that the Board, with the Executive Team, sets the vision, mission, values and policy framework; as well as culture and behaviours for the organisation, and that its obligations are fully understood and delivered.
- Ensures that the Board as a whole, and members individually, carry out their responsibilities in a timely and effective manner.
- Ensures that the organisation's affairs are conducted in accordance with all legal and regulatory requirements, and to a high standard of probity.
- Ensures that customer voice is heard and is meaningfully influential at Board level.
- Drives the delivery of a robust assurance framework that enables the Board to have clarity on compliance, risk management, internal controls and stress testing.
- Works with the Board to take oversight of the financial viability and overall performance of the organisation.

Conducting Board Business

- Chairs meetings effectively, ensuring Board members express their views.
- Deals with paperwork associated with chairing Board meetings, including development of the agenda with the CEO and the Executive Team.
- Be available for ad hoc discussions and urgent business in addition to formal Board and Committee meetings.

Maintaining an Effective Board

- Promotes good governance by considering the skills, experience and development of Board members and take an active role in recruitment, succession planning, and training.
- Supports the Board in fulfilling a clear and active commitment to equality, diversity and inclusion in all of the organisation's activities.
- Takes ownership of and is responsible for individual and collective appraisal of the board.
- Ensures that Board members work in accordance with the organisation's chosen Code of Conduct and Code of Governance.

Working with the Chief Executive Officer

- Establishes a constructive working relationship with the CEO and supports a positive working environment between the Board and the staff.
- Meets regularly with the CEO to support, challenge, and review progress of strategic objectives.
- Ensures that the Board makes proper arrangements to set objectives and appraise the performance of the Chief Executive Officer and determines the remuneration of the CEO.

Promoting the Organisation

- Is an ambassador for the organisation, helping to build its brand and profile, in consultation with the CEO.
- Represents the organisation as needed, engaging with key stakeholders, regulators, opinion formers, and decisionmakers.
- Attends adhoc meetings as required to demonstrate accountability and promote the values and purpose of the organisation.

Person specification

Experience and Knowledge

- Experience of operating at a senior level with relevant transferable sector experience.
- Understanding of the principles of good governance, with significant exposure at Board level.
- Understanding of the sector and organisational operating environment.
- Sound financial acumen, experienced in taking an overview of strategic finance.
- Successful track record of building and motivating senior teams to deliver a clear strategic vision.
- Ability to shape a high-performing, diverse board; recruit and induct non-executive directors

Skills and Abilities

- A strategic thinker, with strong stakeholder, influencing and communication skills.
- Able to chair meetings well, encourages others to challenge and probe in a constructive way, supports consensus through thoughtful and persuasive discussion.
- Able to approach working relationships in a professional manner that engenders confidence and respect.
- Skilled at making balanced and informed decisions, analysing performance, financial and other information.
- Able to ensure commitment to equality, diversity, and inclusion runs through all Board matters.
- Assesses risk and promotes risk awareness without being risk averse.
- Excellent communication and interpersonal skills, operates with tact and diplomacy.
- IT literate, comfortable with receiving and responding to electronic information and participating in digital discussions and meetings.

Personal Behaviour and Style

- Demonstrates a strong commitment to accountability, openness, transparency, and equality of opportunity.
- Socially aware, empathetic, and emotionally intelligent, fostering inclusive and respectful relationships.
- A passionate and inspiring leader who acts as a role model, leading by example with an open and engaging style.
- Collaborative in approach, with a proven ability to build consensus and work effectively with others.
- Enthusiastic about implementing change and continuously improving services.
- Fully committed to the time, energy, and flexibility the role requires.
- Brings a constructive, forward-thinking mindset and a genuine enthusiasm for making a positive impact and driving social value.

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