



National Survivor
User Network

NSUN TRUSTEE RECRUITMENT INFORMATION PACK 2025



ABOUT NSUN

A note from Mandy Crandale, CEO

I'm so pleased you're interested in finding out more about the roles of Chair, Treasurer and trustee at NSUN. I hope that this information pack gives you a better idea of what this opportunity will involve.

NSUN, the **National Survivor User Network**, is a **network of over 5,000 people and grassroots groups with lived experience of mental ill-health, distress and trauma. We work to shift power and resource in mental health.** We connect, support, and amplify the voices and work of our members. As the only user-led national mental health charity, all of our staff members and trustees have lived experience, and our work is rooted in our key value of solidarity. **We're delighted you're considering joining us.**

I've been in post for just over a year now and seen significant change and development in that time. We're expanding our capacity building offer for user-led groups, have a fresh and ambitious policy offering and our membership continues to grow. We hosted Synergi, a programme of work that focused on the intersection of mental health and racial justice, with a specific focus on lived experience and community action; now that the project has become independent, we have the opportunity to review how we best support work at this intersection. Our new Theory of Change sees our work focus in three key areas: Movement Building, Social Justice and Resourcing the Grassroots.

This will enable us to:

- Build and distribute the invaluable knowledge that is held by those of us with lived experience of mental ill-health, distress and trauma
- Create collaborative spaces through coalitions and networks
- Deliver an alternative approach to mental health policy work, challenging single-issue approaches and supporting grassroots campaigns
- Work with funders and act as a micro-funder to help redistribute resources to grassroots user-led groups

We're excited about the future, and now is the ideal time to welcome new trustees to strengthen our existing board. We are also specifically looking for a new Chair and Treasurer. The role of Chair is essential within any charity, and we are looking for someone with experience of governance who is dynamic, enthusiastic, and committed to the organisation. We're really hoping that this person also has a deep interest in how mental ill-health, distress and trauma connects with other social justice issues, such as disability and racial justice. The role of Treasurer will provide vital financial oversight to the charity.

This is an incredibly exciting time to join us as a trustee: NSUN has recently refreshed its theory of change and is reviewing its values, consolidating recent growth and embracing the next chapter of our development. This is an opportunity to join us on that journey and help guide and strengthen the organisation.

NSUN is a user-led organisation: lived experience is at the heart of our work. **We particularly welcome applications from people with experience of marginalisation and oppression, including people of colour, Disabled people, people with marginalised gender identities, and people who identify as being from a working class background.**

We are also looking for people who have some of the following previous experience:

- **Experience of being on Boards or Committees**
- **Experience of a senior, leadership, or advisory role in relation to an organisation which is going through a process of change/growth**
- **Experience of key areas around supporting employed staff**
- **Experience and expertise around finance**

Being a trustee is a really rewarding experience, and gives you valuable and transferable leadership, strategic and governance skills and experience in the non-profit sector.

Thanks for taking the time to read through this information pack - we really hope you find it useful. You can find out more and ask any questions by speaking with Mandy Crandale, CEO (mandy.crandale@nsun.org.uk). Please email to arrange a call.

ABOUT THE TRUSTEE ROLE

Trustees act as the guardian of the vision, purpose and values of NSUN, acting in its best interests and working constructively with other Board members and staff to:

- Achieve and maintain excellent standards of governance
- Ensure NSUN's purpose and objectives are achieved
- Ensure that NSUN is managed and controlled appropriately and maintains its financial sustainability
- Demonstrate that NSUN is accountable to its members, funders and stakeholders
- Ensure NSUN works within the requirements of the law, regulation, its funding bodies and best practice standards

The trustee role is strategic rather than operational. [Click here to view our Scheme of Delegation.](#)

Key responsibilities

1. To take part in formulating and regularly reviewing the strategic aims of the organisation, and to collaborate in providing the direction of NSUN's ongoing development
2. To work with the other trustees in ensuring that the practices and policies of NSUN are in accordance with its mission
3. With other trustees, to exercise effective control of the organisation, ensuring that it functions within the legal and financial requirements of a charitable organisation and in accordance with best practices



ABOUT THE APPLICATION PROCESS

Deadline: 12.00 noon, Monday 27th October 2025

To apply, please download and complete the following two documents and return them to info@nsun.org.uk:

1. [NSUN Trustee Application Form](#)
2. [NSUN Equality and Diversity Monitoring Form](#)

We will get back to you within two weeks of the deadline to confirm whether you have been invited to an interview.

Interviews will be held online and arranged at a time convenient to you. The interview panel will be drawn from current trustees and senior NSUN staff. We will confirm who will be on the panel when we book your interview.

Interviews will be followed by an informal conversation with the CEO.



Q&A

Want to find out more or ask any questions before applying? Please contact Mandy Crandale, CEO (mandy.crandale@nsun.org.uk).

TRUSTEE ROLE

The next several pages of this information pack include more details about the trustee role, including information about what the commitment includes, the person specification, and the Chair and Treasurer role descriptions (including a separate person specification for the Chair).

SPECIFIC DUTIES

- Develop, review, and safeguard NSUN's strategic aims, and assist in their implementation
- Attend the meetings of the Board of Trustees, AGM and sub-committee meetings as required
- Monitor and evaluate the organisation's financial and operational performance against its strategic aims, exercising efficient control and ensuring best practice
- Work towards NSUN's vision, purpose, and values
- Ensure all of the organisation's policies are in accordance with its aims and values
- Attend all training and development activities and opportunities, including the induction process upon taking up the role of trustee. Commitment to continually develop an understanding of the work NSUN undertakes
- Work as an effective member of the team within the Board of Trustees whilst reflecting the values of the organisation, protect its assets and integrity
- Forge and maintain effective relations with the staff team, engaging with members and stakeholders as required.

AS PART OF THE BOARD, TRUSTEES WILL

- Ensure compliance with the Charity Commission requirements and its guidance
- Devote sufficient time and energy to NSUN, including preparing for meetings and where possible keeping up to date with relevant mental health, social care, human rights and disability sector issues
- Contribute specific skills and experience in the monitoring and safeguarding of the organisation's performance
- Attend and participate in any Board induction, training or other development activities, and the Board appraisal scheme
- Register all interests that might have a bearing on NSUN's work and declare any potential or actual conflicts of interest as and when they arise
- Represent NSUN positively to all external stakeholders and interested groups
- Collaborate in the design, implementation, and monitoring of a risk management framework in order to safeguard the assets and reputation of the organisation.

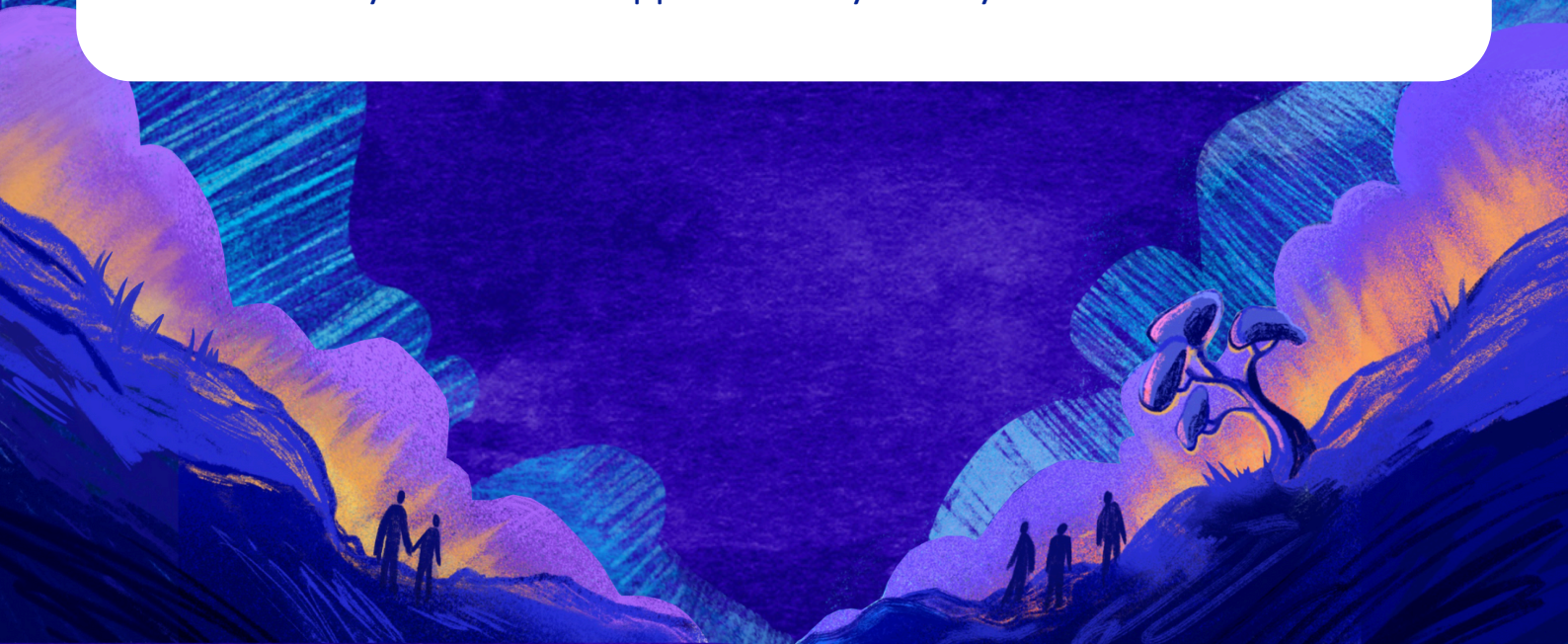
WHAT WE NEED FROM YOU

Trustees are expected to attend and contribute to all board meetings, bringing their skills and experience to ensure effective governance, through support, constructive challenge and scrutiny. Board meetings are held six times a year, are usually 3 hours in length, and require around 3 hours of preparation. Meetings are held online, however we are aiming to include some face to face development days in addition to this, for which expenses are covered.

Additionally, trustees are invited to the online Annual General Meeting. Additional subcommittee meetings are c. 1 hour in length and can number between 4 and 8 meetings per year.

To enable the smooth operation of the organisation between meetings, trustees will also need to respond to regular email communications (the time commitment will vary from week to week but should average no more than 1 hour per week) The trustee role is voluntary (unpaid) but expenses related to the work are covered.

- Papers are emailed two weeks in advance of meetings, with optional pre-board meetings to run through the papers
- Trustees are encouraged to join one of the board committees/working groups
- Trustees are invited to the annual general meeting (AGM)
- Trustees can claim out-of-pocket expenses incurred including travelling to meetings with any reasonable adjustments necessary
- Trustees serve a three-year term before being eligible for re-election. Officers, such as Chair and Treasurer, are elected annually
- You will have a yearly appraisal to support you in your development. Training and additional support is also available, to meet specific development needs. Training on topics relevant to the work of NSUN is provided 2-3 times a year (usually for half a day) and attendance is an important part of the trustee role
- Upon joining and regularly thereafter we will discuss how best to meet any access and support needs you may have.



PERSON SPECIFICATION

- Lived experience of mental ill health, distress or trauma, including racial trauma
- A demonstrated commitment to the **vision, mission and values of NSUN**
- Excellent understanding of, and interest in, current work happening on the intersections of racial justice and mental health in the UK
- Enthusiasm and time to commit to the role of trustee (see time commitment detail above)
- Integrity
- An understanding and acceptance of the legal duties, responsibilities and liabilities of trusteeship
- An understanding of the respective roles of the Chair, trustees, and staff team
- An ability to work effectively as a member of a team and to take decisions for the good of the organisation
- A willingness to speak up and contribute constructively to board meetings and associated work
- The Board of Trustees collectively needs skills and experience in the following areas:
 - Experience of serving on Boards or Committees,
 - Experience of a senior, leadership, or advisory role in relation to an organisation which is going through a process of change/growth
 - Experience of key areas around supporting employed staff
 - Experience and expertise around finance

THE ROLE OF THE CHAIR

We are looking to recruit four trustees including a Chair. You can indicate on the application form if you would be interested in the role of Chair.

In addition to the normal responsibilities as a trustee, the Chair has a leadership role in ensuring the Board of Trustees fulfils its responsibilities for the effective governance of the charity.

Overall responsibilities

- Provide leadership to the charity and its Board, ensuring that the Board fulfils its responsibilities for the governance of the organisation and has maximum impact for its members and wider stakeholders
- To work in partnership with the CEO to help achieve the mission of the organisation, and maintain effective relationships between trustees, staff and members

Strategic leadership

- Ensure the charity has a clear vision, mission and strategic direction and is focused on achieving this
- To hold a strong understanding of the power imbalances commonly seen at Board level within the sector and provide leadership on ways of working which address this and continue to hold lived experience as an integral part of the board's effectiveness
- To be comfortable to bring constructive challenge to areas where improvement is needed

Governance

- Continue to develop the Board to ensure governance is effective and ways of working are regularly reviewed
- Develop the knowledge and capability of the Board of Trustees, addressing performance on an ongoing basis and through annual 1-1 performance appraisals
- Ensure that the balance of skills within the Board is suitable and that future trustee recruitment incorporates the right balance of skills, knowledge and experience

- Develop a collaborative system of support, in particular between those trustees with officer roles (e.g. Treasurer)
- Lead on any key appointments within the charity such as the CEO

External Relations

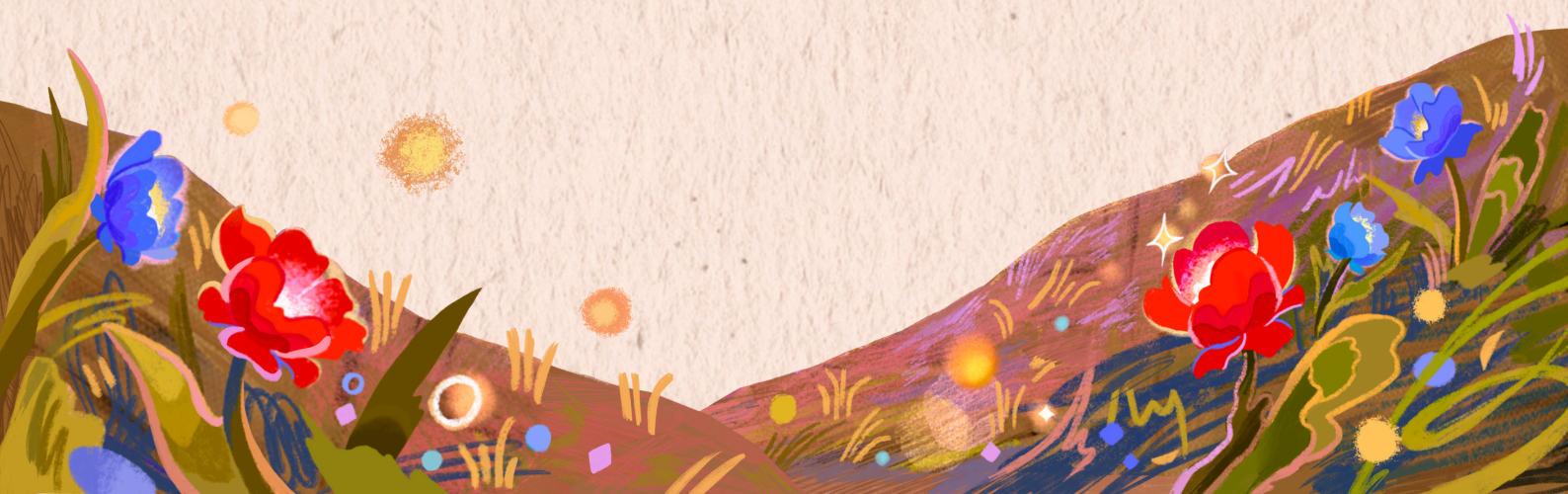
- Act as an ambassador for the charity
- Develop and maintain close relationships with key stakeholders and influencers
- Represent the charity at external functions, meetings and events
- Attend meetings with prospective funders when required, with the support of the CEO

Efficiency and effectiveness

- Chair the meetings of the Board of Trustees effectively and efficiently including the AGM
- As well as undertaking 1-1 performance reviews with the Board, the chair will undergo a 1-1 with an external body, incorporating feedback from the wider Board and CEO

Relationship with the CEO of NSUN and the wider team

- Build a strong, effective and a constructive working relationship with the CEO
- Ensure regular contact with the CEO and develop and maintain an open and supportive relationship. Undertake regular supervision and performance appraisals
- Liaise with the CEO to maintain an overview of the Charity's affairs, providing support as necessary
- Ensure that the CEO has the opportunity for professional development and has appropriate external professional support



CHAIR: PERSON SPECIFICATION

- All trustees must have lived experience of mental ill health, distress or trauma
- All trustees must have a demonstrated commitment to the vision, mission and values of NSUN
- All trustees must have an excellent understanding of, and interest in, current work happening on the intersections of racial justice and mental health in the UK
- Demonstrate a strong and visible passion and commitment to the charity, its strategic objectives and cause
- Exhibit strong interpersonal 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
- Use their specific knowledge and experience to support the effective running of the charity and help the Board of Trustees reach sound decisions
- Demonstrate a willingness to devote the necessary time and effort to their duties as a Chair and a trustee, attending Board meetings and an active involvement outside of the Board meetings
- Demonstrate good, independent judgement in your role as Chair
- Broad knowledge and understanding of the Charitable sector and the issues affecting it
- Strong leadership skills, ability to motivate trustees and the staff team
- Good understanding of charity governance issues
- Significant experience of chairing meetings/events or experience of operating at a senior strategic leadership level within an organisation
- Experience of effective governance in a charity or similar organisation
- Experience of external representation

THE ROLE OF THE TREASURER

We are looking to recruit four trustees including a Treasurer. You can indicate on the application form if you would be interested in the role of Treasurer. Whilst the Treasurer needs to be confident in financial management, you do not need to have specific charity finance experience and training can be given.

Key responsibilities of the Treasurer

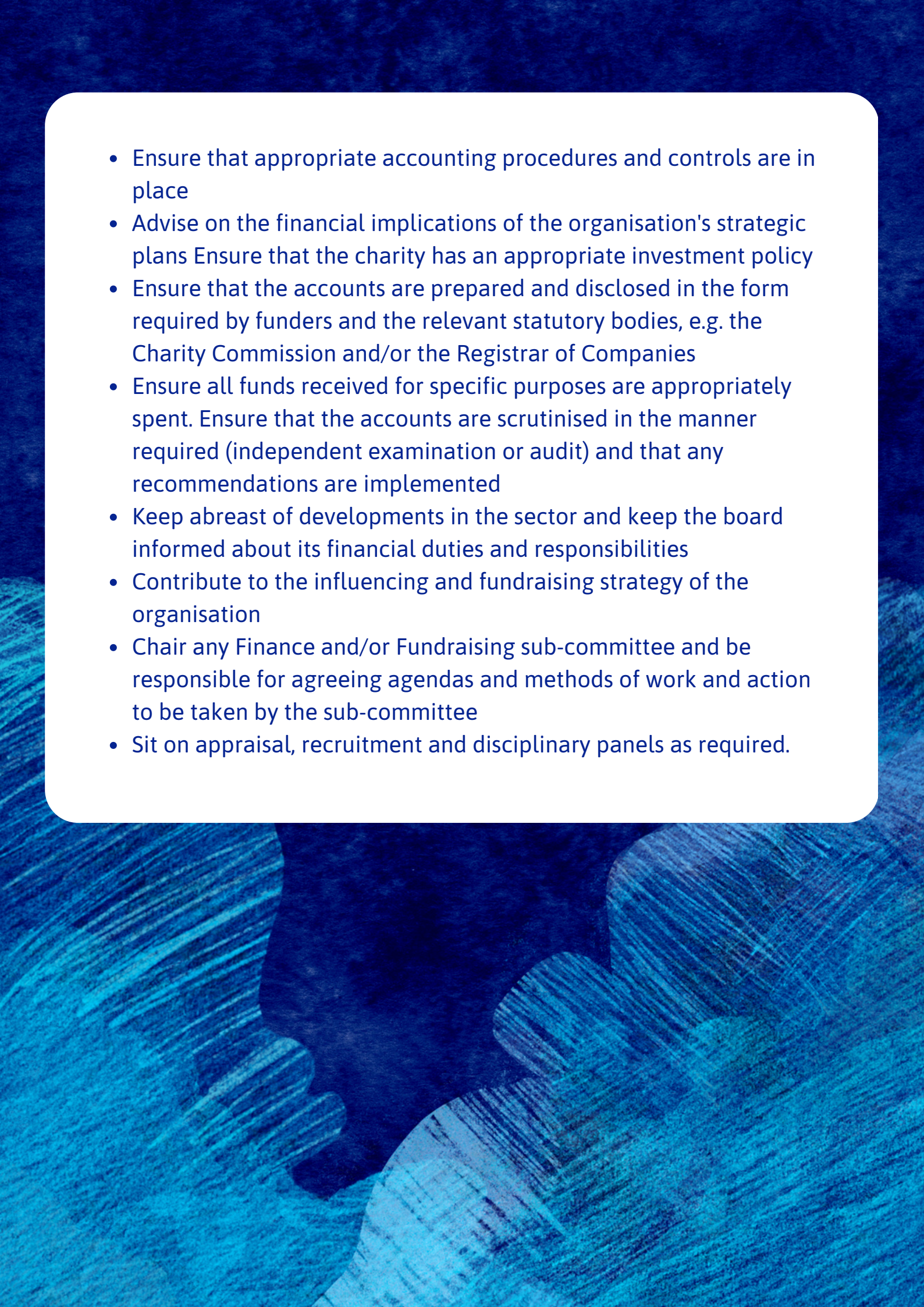
1. Ensure that the organisation's financial obligations are met and that the organisation operates within the legal and financial guidelines set out in current legislation
2. In conjunction with the Chair, ensure that trustees collectively fulfil their responsibilities for the governance and financial affairs of the organisation, through the approval of budgets, accounting, and financial statements

The overall role of the treasurer is to support the Board to:

- Maintain an overview of the organisation's financial affairs
- Ensure the organisation operates within the legal and financial guidelines set out in current legislation with a sensitivity to the needs of the grassroots organisations who make up our members
- Ensure its financial viability
- Ensure that proper financial records and procedures are maintained

The Treasurer will, with the support of the CEO and Finance Director:

- Oversee, approve and present budgets, accounts and financial statements
- Be assured that the financial resources of the organisation meet its present and future needs
- Ensure that the charity has an appropriate reserves policy
- Oversee the preparation and presentation of financial reports to the board

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- Ensure that appropriate accounting procedures and controls are in place
 - Advise on the financial implications of the organisation's strategic plans Ensure that the charity has an appropriate investment policy
 - Ensure that the accounts are prepared and disclosed in the form required by funders and the relevant statutory bodies, e.g. the Charity Commission and/or the Registrar of Companies
 - Ensure all funds received for specific purposes are appropriately spent. Ensure that the accounts are scrutinised in the manner required (independent examination or audit) and that any recommendations are implemented
 - Keep abreast of developments in the sector and keep the board informed about its financial duties and responsibilities
 - Contribute to the influencing and fundraising strategy of the organisation
 - Chair any Finance and/or Fundraising sub-committee and be responsible for agreeing agendas and methods of work and action to be taken by the sub-committee
 - Sit on appraisal, recruitment and disciplinary panels as required.

INFORMATION FOR MEMBER GROUPS REGARDING FUNDING

NSUN has previously run small grants programmes for our user-led group members, and makes small ad-hoc grants to members on an ongoing basis. All trustees must declare any roles within organisations or groups with the potential to cause a conflict of interest and are prohibited from personally benefitting financially from their role at NSUN.

However, a trustee being part of a member group need not mean that group could not receive funding from NSUN. Rather, the trustee concerned would be expected to have declared their membership in advance via NSUN's register of interests for trustees and would remove themselves from any discussion regarding that group's application for funds.





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**REGISTERED CHARITABLE INCORPORATED
ORGANISATION IN ENGLAND (NO.1135980)**

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