

BECOMING CHAIR OF TRUSTMARK



March 2017

TrustMark is a company limited by guarantee and a registered Social Enterprise. It was established in 2005.

TrustMark operates under licence from Government with the support and involvement of a wide range of trade and non-trade related organisations and individuals, all of whom have a common desire to ensure the effective functioning of the repair, maintenance and improvement (RMI) sector in the UK and the empowerment of society and consumers to find reputable tradesmen and firms in a highly fragmented market, in order to reduce the risk of consumer detriment. All these organisations (even competing bodies) come together in TrustMark because of its Government-endorsed standards.

TrustMark's bold vision is for a future where rogue traders are effectively eliminated from the RMI sector because of the widespread recognition of TrustMark as the quality mark to look out for, because of the extent of industry support and take up, and because the consumer will always choose to use TrustMark registered firms.

TrustMark sees its role as providing consumers with choice, confidence and protection. It also seeks to provide reputable trades the opportunity to thrive through reputational benefits, increased business opportunities and quality referrals from the TrustMark website and other signposting channels.

TrustMark's core values influence the way it works to achieve that vision:

- TrustMark is committed to monitoring, safeguarding and raising standards;
- TrustMark believes in a collaborative approach, bringing people together, building partnerships and working with others who share our purpose;
- TrustMark stands for fairness, openness and consistency;
- TrustMark is positive and pragmatic, looking for solutions; and
- TrustMark is committed to a not-for-profit, social enterprise ethos.

TrustMark's corporate governance was changed in 2012 to allow greater opportunities for a 'Board of Talents' – more Directors appointed with specialist expertise and experience, rather than being appointed as automatic representatives of other organisations.

The Chair of TrustMark is also a Director and their role is to lead the Board and Executive Team and holding them to account for the delivery of the TrustMark's mission and vision, while providing inclusive leadership to the Board and ensuring that each Director fulfils their duties and responsibilities for the effective governance of the business.

Any Member of TrustMark may now stand for election as a Non-Executive Director on the Board of TrustMark. There are currently six Board Directors, plus the independent Chair.

Directors are elected for a term of three years, subject to satisfactory reviews, continued contribution to the business and compliance with the Directors' code of conduct, with a further three-year term if re-elected by the Members in general meeting.

Two Director posts become vacant each year – one for a Trade Member, the other for a Non-Trade Member. The Selection Committee always ensure there is a balance between Trade/Non-Trade interests on the Board.

Role and responsibilities of Directors

The Board's primary aim is to set the strategy and direction of TrustMark. The Board is the sole authority in respect of all matters related to TrustMark, subject to the on-going right of the Department for Business, Energy and Industrial Strategy or its successors to withdraw its support and with this any right to the use of the TrustMark Mark, if Government becomes dissatisfied with the standards of operation of TrustMark. The Board has overall ownership of the TrustMark framework and core approval criteria, including setting policy and directing its management toward achieving its objectives and maintaining its integrity.

It has the authority and responsibility to:

- Maintain the overall TrustMark framework and core criteria;
- Evaluate and where appropriate approve applications from industry organisations for approval of their schemes against the core criteria;
- Ensure, via the TrustMark staff, that TrustMark Scheme Operators meet the required standards by monitoring their operation and taking corrective action where necessary;
- Support the Chief Executive and TrustMark staff, and agree budgets and associated operator levies to ensure financial integrity of the framework;
- Drive awareness of the scheme amongst consumers and the trade, working with Scheme Operators, stakeholders and partners as appropriate;
- Protect the integrity and reputation of the TrustMark Mark and ensure effective action is taken against its misuse.

Apart from the Chair, all members of the Board have equal status and are elected or appointed to represent their particular area of expertise and interest. However, they are expected to cooperate to achieve the objectives and the overall success of TrustMark, which may involve making compromises in an effort to achieve consensus across the various stakeholder groups represented on the Board.

All Board members have contracts, specific areas of activity with performance targets agreed as part of their appointment and on-going reviews conducted by the Chair.



Application form for Post of Chair and Non-Executive Director of TrustMark

How to Apply

Please complete all sections of the application form and attach a CV of no more than four A4 pages. Your CV will be used in the assessment of your application and should cover details of your current post and previous employment and your education and professional qualifications.

You should also provide a supporting statement, of no more than 600 words, outlining why you are applying for the role and what qualities you will bring to it. You should also state if you are **not** able to attend the interview date detailed in the recruitment timetable.

In order to help TrustMark monitor the success of its commitment to equal opportunities you are requested to complete the Equalities Monitoring Form. This form will be used for monitoring purposes only and will not be available to the selection panel.

Please ensure that your application is received no later than noon on 28 April 2017. Any applications received after this date will not be considered. All applications will be acknowledged after receipt.

Your application can be sent via post marked PRIVATE AND CONFIDENTIAL to:

Simon Ayers, Chief Executive, TrustMark, TrustMark House, 5 Prisma Park, Berrington Way, Basingstoke, Hants, RG24 8GT

Or via email to sayers@trustmark.org.uk

Please complete the form clearly in black ink or type.

Interview arrangements

Please provide details of any special arrangements in relation to communication or access that you may require during the interview process on the application form.

SECTION ONE

Please complete all sections of the application form as requested:

Full Name:

Home Address:

Post Code:

Daytime Telephone:

Mobile Phone:

Email:

Nationality:

Do you have the legal right to work in the UK?

Yes/No

Have you previously been employed by, or applied for employment, with TrustMark?

Yes/No

If YES please give details:

SECTION TWO

The information provided in this section is important in assessing your application. Please demonstrate where you consider your knowledge and experience matches the principal requirements required for the role. Please limit your response for each criterion to a maximum of 500 words.

Strategic leadership – ensuring the organisation has clear objectives and understands the strategic direction; taking advantage of opportunities, and managing and mitigating any risks ensuring sound financial accountability

Governance – working at Board level within an organisation; developing the knowledge and capability of the Board of Directors and encouraging positive change. Making sure the Board of Directors incorporates the right balance of skills, knowledge and experience needed to govern and lead.

External relations – Acting as an Ambassador and maintaining close relationships with key members of the Government and with key influencers and also acting as a spokesperson for the organisation when appropriate.

Efficiency and effectiveness - giving direction to Board policy-making ensuring that meetings are well planned, meaningful and reflect the responsibilities of Directors and monitoring that decisions taken at meetings are implemented.

Relationship with the Chief Executive and the wider management team - Establishing and building a strong, effective and a constructive working relationship with the Chief Executive, ensuring they are held to account for achieving agreed strategic objectives. Maintaining an overview of TrustMark's affairs, providing support as necessary.

SECTION THREE

MEMBERSHIPS:

If you belong to any professional, craft or similar body, please give details

CONFLICT OF INTERESTS:

Do you have any business or personal interests that might be relevant to the work TrustMark or to the post of Chair which could lead to a real or perceived conflict of interests in you were appointed.

YES / NO If yes, please give details.

INTERVIEW ARRANGEMENTS:

Please provide details of any special arrangements in relation to communication or access that you may require during the interview process.

REFERENCES:

Please provide the details of two referees who may be contacted if shortlisted

DISCLOSURE NOTE FOR SUCCESSFUL CANDIDATE

If you are appointed to the post, a brief summary of your career/experience may be included in the press release announcing your appointment.

DECLARATION

I declare that the information given on this application is complete and correct to the best of my knowledge. I affirm that I am applying to be/currently a Member of TrustMark and eligible to be considered for appointment to this body. I also affirm that I will inform the company immediately of any changes in circumstances that affect the answers I have given.

I understand that should I send this application electronically and be selected for interview, I will be required to sign it in person.

Signed

Date

Print name.....