



Be *challenged*
Be a volunteer

April 2017

Hello,

Thank you so much for your interest in the position of Chair of Trustees with TimeBank. We are a national volunteering charity which recruits and trains volunteers to deliver mentoring projects to tackle complex social problems. We also work with businesses to engage their staff in volunteering. We believe that great volunteering can transform the lives of both volunteers and beneficiaries by building stronger, happier and more inclusive communities.

Like many other voluntary organisations we have been affected by a tough funding climate but we have developed an ambitious new five year strategic plan to build growth and long term sustainability – and we need a new Chair to lead us through the next exciting phase of our journey.

We have built a first-class reputation for volunteer-led mentoring projects and our employee volunteering is valued for its professionalism and flexibility. Over the last four years we have been funded by the Government to deliver an extensive volunteer-led project offering language training to UK residents with little or no knowledge of English - a project that has become a core part of our work.

But we know we can't stand still. These are fast-changing times for the voluntary sector and we need to ensure that we are in a strong position to identify and assess the challenges and opportunities they bring.

TimeBank celebrated its 10th anniversary in a big way in 2010 and we are now planning our 20th birthday celebrations, so it's a really exciting time to join us. You'll be working alongside other trustees who are leaders in their field and who all share a collective pride in what we've achieved but also have huge ambitions for the future. TimeBank has an amazing staff team who are all passionate about volunteering, led by our Chief Executive of nine years, Helen Walker.

I will be retiring as Chair in July after six years as a trustee with this amazing organisation. It has been an immensely rewarding time for me and I hope you will feel inspired to join us.

Lady Andrée Deane Barron
Chair

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TimeBank is a ONE20 initiative. ONE20 is a company limited by guarantee registered in England and Wales no. 3695114 and a registered charity no. 1073831, SC042413

The TimeBank Story

Time Bank is a national volunteering charity. We recruit and train volunteers to deliver mentoring projects to tackle complex social problems. We also work with businesses to engage their staff in volunteering. We believe that great volunteering can transform the lives of both volunteers and beneficiaries by building stronger, happier and more inclusive communities.



When TimeBank started in 2000 its aim was to engage a new generation of volunteers, in the same way that Comic Relief had changed the way people donated money. After we lost our funding as a strategic partner of the Office for Civil Society in 2011, we took a long, hard look at what we did; how we did it and how best to ensure long-term sustainability.

Transitional mentoring

We now focus on transitional mentoring: recruiting and training volunteer mentors to tackle complex social issues, and in particular to support people who are going through difficult changes in their lives when they may be marginalised and vulnerable to mental health problems.

We believe passionately that we need to tackle social problems before they escalate and that volunteer mentoring can play a significant role in early intervention. Our volunteers deliver ground-breaking projects, from teaching English to marginalised UK residents who can't speak the language to supporting carers to cope with the stresses and strains of caring for a loved one, and mentoring refugees and asylum seekers. Our projects help ex-service men, women and families who are struggling to adapt to civilian life; unemployed young people to build skills and employability and young people who are facing the difficult transition from children's to adult mental health services. We've supported young people leaving care, helped them find jobs in the City and offered mentoring to young offenders to help them cope with life after release.

Community integration

Our first mentoring project was Time Together in 2002, a project matching refugees with a UK national to help them settle into UK society. It recruited and matched over 2,500 refugees with volunteer mentors. The success of that project demonstrated that volunteers can play an extremely effective role in supporting people to learn English and build skills. With refugees and asylum seekers again a burning issue, we are delighted to have gained funding for a new Time Together project in the West Midlands.



We built on our learning from Time Together to deliver an extensive volunteer-led project offering language training to UK residents with little or no knowledge of English. It was funded by the Department for

Communities and Local Government (DCLG). In its first 18 months it recruited 144 volunteers and supported 1,575 local residents across Birmingham and Leicester, most of whom were women from the Somali, Pakistani and Bangladeshi communities. The project has since been extended across the Midlands and London and is a core part of our work.

We take great confidence from the faith shown in us, as a small charity, by the Government to deliver a large scale project like Talking Together which we did so successfully – on time, on target and under budget. The external evaluation commended the model as an efficient and cost effective approach to supporting English learners and aiding their integration into British society, and calculated a Social Return on Investment of £9.31 for every £1 invested in the programme.

Effective employee volunteering

We also help businesses to engage their staff in volunteering and over the last 16 years we have worked with major companies including Google, the Telegraph Media Group, EE, CEB and Balfour Beatty as well as the Cabinet Office to provide an entry point to volunteering.

We have a very flexible model and act as a broker between large corporates and small grassroots organisations whose need is great but capacity too small to manage and support volunteers themselves. It's an area of our work that not only ensures a real difference is made in our communities where the need is greatest but it also provides TimeBank with unrestricted income, enabling us to shape our future by spending on areas we wish to invest in or develop.



We know that if employee volunteering is managed well and professionally, it helps staff to develop leadership, decision-making and negotiation skills. It boosts morale, improves retention rates and builds effective teams. Employee volunteering engages staff and builds loyalty. It's CSR that really works, providing a triple win for communities, employers and employees and it's an area we'd really like to grow.

Awards

We're very proud that a number of our mentoring projects have been awarded the prestigious Approved Provider Standard (APS) from the Mentoring and Befriending Foundation, which is the national quality standard specifically designed for mentoring and befriending projects. These include awards for Talking Together in 2015; for our mental health volunteer projects, The Switch in 2013 and Back to Life in 2010 and for our refugee project, Time Together in 2008.

Last year we were shortlisted to the final 30 of 800 applicants in the Guardian Charity Awards.

Challenges

Our evolution hasn't always been plain sailing and it is a continuing challenge to maintain adequate levels of core funding. Like many charities we have been hit by falling revenues and the shift from grant funding to commissioned contracts and service delivery. Our trustees worked closely with the CEO on a strategic plan to take the charity back to

sustainability by diversifying funding streams and downsizing responsibly. It has meant outsourcing finance, communications, HR and IT but we have learnt to work flexibly to make the most of our small, highly committed workforce that we can grow rapidly according to need.

Another challenge for us is the confusion that arises from timebanking.org.uk – a similar sounding organisation which advocates setting up local skills-swapping groups. We spend a lot of time explaining the difference!

What's TimeBank like?

We have a big reputation and punch well above our weight. All our projects are externally evaluated and we share the findings widely with launches at Westminster. We also contribute to Government consultations and reports, most recently the Casey Review. We take a purist view of volunteering, believing it is time freely given foremost for altruistic reasons, but without a shadow of doubt TimeBank volunteers get more out of their volunteering than they put in because we strive to provide a quality volunteering experience that adds value to their own lives as well as those they seek to help.



We think it's a great place to work. Here's what our staff say:

- Staff are encouraged to volunteer – we walk the talk
- You get the opportunity to get involved in lots of different things. It allows people to develop
- A fantastic bunch of people – it's a great place to work
- We work on projects that have a social benefit and help change people's lives
- We have fantastic volunteers – if it wasn't for them our jobs wouldn't be as good as they are
- We are so lucky to have such committed trustees who are willing to take calculated risks and support the charity through tough times as well as good, backing it with hands-on action and practical support as well as strategic advice

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Take a look

At our website: www.timebank.org.uk

At what our 12.5k followers say on Twitter: @TimeBank and 2.5k followers on Facebook: <http://www.facebook.com/volunteeruk>

At one of our YouTube films: <https://www.youtube.com/user/TimeBankVolunteering>

TimeBank Trustees

Lady Andrée Deane Barron - Chair since November 2012 and Trustee since 2011

Lady Andrée Deane Barron is Group Education Director at Central YMCA and a former public affairs consultant, managing accounts including football, film and volunteer-related

organisations. She started her career as a secondary school teacher and for 10 years she was Public Affairs Director and then Chief Executive of the Fitness Industry Association. Andrée previously chaired a health-related charity in the south east of England, Rushmoor Healthy Living. She is married to Rother Valley MP Sir Kevin Barron.

Peter Beeby - Trustee since 2013

Peter Beeby is Deputy Chief Executive at Prospectus, the specialist recruitment consultancy working with the beyond profit sector. Peter oversees the delivery of all Prospectus's back office functions and major projects, ensuring the efficiency and effectiveness of day-to-day operations. This includes finance, HR and quality and compliance. Projects have covered office refurbishment, introduction of 360 appraisals and restructures amongst others.

Peter has worked in partnership with charities on several projects on employability as well as supporting young people. Peter was previously Chair and Trustee for Southwark Bereavement Care, a counselling charity. He also volunteered at London 2012, recruiting volunteers and taking part as a Games Maker.

Lorna Gozzard – Trustee since 2013

Lorna Gozzard is Head of Marketing and Corporate Communications at Queen Elizabeth Olympic Park – the former site of the London 2012 Olympic and Paralympic Games, and now one of London's newest parks and major tourist attractions, and a major driver of regeneration in east London. She has worked in PR and communications for almost 20 years, and was a founder Director of PR, advertising and digital agency, Kindred. Lorna is a CIPR Chartered PR Practitioner. Volunteering-wise, she's been a London 2012 Games Maker, a Commonwealth Games Clydesider, a School Governor and a volunteer mentor on TimeBank's Leaders Together project.

Dr Elizabeth Robertson - Trustee since 2013

Dr Elizabeth Robertson is the Director of Research at Diabetes UK where she is responsible for ensuring Diabetes UK is driving forward understanding, diagnosis, prevention and treatment of diabetes, through investing in the best research minds and projects. Before joining Diabetes UK, Elizabeth was the first Director of Research for Breast Cancer Now, formed from the merger of Breakthrough Breast Cancer and Breast Cancer Campaign in April 2015. Prior to the merger, she was the Director of Research, Policy and Information at Breakthrough Breast Cancer. Previous roles include Director of Operations at Cancer Research UK, Dean of the Graduate Research School at Teesside University and Post-doctoral Research Associate in the Department of Biology at York University. Elizabeth completed her PhD at Queen Mary, University of London and Sloan Masters in Leadership and Strategy from London Business School in 2014.

Elizabeth is also a trustee of King's College Hospital Charity.

Diana Robertson - Trustee since 2015

Diana Robertson is Vice President of Corporate Affairs for the UK & Ireland at Coty. She joined in 2016 to set up and lead the Corporate Affairs function bringing to the role her extensive experience within the field of communications. Over the years Diana has managed the widest range of projects for both public and private sector organisations and her skills cover both external and internal communications. She is equally at home developing and delivering strategic communication campaigns as well as complex internal change and communications programmes; she is also highly experienced at media management. Diana has also held roles in the voluntary sector prior to her involvement with TimeBank, including stints as a School Governor and Chair of PTA for local schools. Her passion for the Arts also resulted in her taking on the role of Chair of the very first Friends organisation for Rose Theatre, Kingston.

Clive Tritton - Trustee since October 2013

Clive Tritton is Chief Executive of Renaisi, an award winning social enterprise based in Shoreditch. Renaisi is committed to making improvements to communities by putting local people at the centre of positive change. In particular, the company provides front line services in the areas of employment, training and education and works for a wide range of public and private sector organisations including local authorities, the Big Lottery Fund, the London Legacy Development Corporation and the Prince's Trust. Clive has been Chief Executive at Renaisi since 2010 and, prior to that, was Director of Employment and Enterprise at the company. Before joining Renaisi, Clive was in the founding team that established the Thames Gateway London Partnership as Inward Investment Co-ordinator. He also spent five years in the Economic and Planning Consultancy arm of international property consultants, Chesterton. He is an Economic Growth Advisor for the Local Government Association.

Cathy Tyler – Trustee since 2015 and Treasurer since November 2016

Cathy Tyler's career has spanned a range of roles principally in financial management and accountancy within both the public and private sectors. Cathy's current role is Group Financial Controller for the Katon Ingram Group. Prior to this she was employed as Director of Resources at Earl Mountbatten Hospice which included responsibility for finance, fundraising, facilities, HR and voluntary services. In 2012 she was awarded a MSc. in Charity Marketing and Fundraising from City University (Cass Business School) London and in 2013 a Diploma in Fundraising from the Institute of Fundraising. Previous roles also included over a decade within the further education sector during which time she gained a MSc. in Financial Managerial Controls from the University of Southampton. As well as currently occupying the role of Treasurer at TimeBank Cathy is also a Trustee and Treasurer for Wight DASH (formerly IOW Women's Refuge) and has previously been a School Governor.

Rachel Waterman – Trustee since 2015

With five years' experience in retail management, eight years' experience at the Department of Health, four years working for London 2012 and four years as a Head of Volunteering in the not-for-profit sector, Rachel Waterman's career history might look varied but it actually has a very strong 'people engagement' strand running through it. Rachel is a self-confessed 'volunteering geek' and strives to ensure that volunteers get the best possible experience from their experience and that their needs and motivations are properly understood by the organisations that rely on their help.

Raphaëlle Vallet - Trustee since 2015

Raphaëlle Vallet is a policy adviser at the Department for Business, Energy and Industrial Strategy. She advises a Minister of State on domestic climate change issues, developing policy to decarbonise the UK economy - including housing, transport, heat, power, business and industry and land use. She has worked on policy, stakeholder management, negotiations in the UK and internationally, budget, communications and strategy. Before that, Raphaëlle was a strategy adviser on business energy policies in the Department for Energy and Climate Change. Originally from France, she studied at the University of Oxford, where she ran the Oxford Climate Forum and volunteered as a language mentor.