



# Trustee Application Pack 2025

**healthwatch**  
Greenwich

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# Welcome from the CEO

Thank you for your interest in becoming a Non-Executive Director (Trustee) of Healthwatch Greenwich.

We're proud to be the independent champion for people using NHS and social care services in the Royal Borough of Greenwich. Our mission is simple but powerful: to listen to residents, amplify their voices, and make sure those voices drive improvements to health and care.

As a Board member, you'll play a vital role in shaping our strategy, guiding our work, and helping us stay focused on what matters most — the experiences and needs of local people. Whether you're an experienced Trustee or stepping into governance for the first time, we welcome your passion, insight, and ideas.

We're committed to building a diverse, inclusive Board that reflects the communities we serve. If you care about fairness, impact, and people's right to be heard, we'd love to hear from you.

Warm regards,

Joy Beishon

Chief Executive Officer

Healthwatch Greenwich

# Why Join Our Board?

Being a Healthwatch Greenwich Trustee means shaping services that matter to people. In the past year, we've supported over 2,000 residents, raised the voices of underrepresented groups, and brought about tangible service improvements. Our Board ensures we stay focused, strategic, and accountable to our community. We offer:

- ✓ Flexible commitment – approximately one day a month.
- ✓ Opportunity to develop new skills and broaden your professional network.
- ✓ A chance to be part of a diverse and passionate team.
- ✓ A tangible way to share your expertise to influence change in health and care services.
- ✓ A chance to make a meaningful impact in your community.

We are committed to equity, diversity, and inclusion. We welcome applications from younger adults, people from global majority communities, LGBTQ+ individuals, carers, and people living with disabilities.

# Welcome to Healthwatch Greenwich Board

Thank you for your interest in joining the Board of Healthwatch Greenwich. This is an exciting opportunity to be at the heart of our work in making a positive contribution to local health and care services.

Healthwatch Greenwich was established in 2013 as part of a larger charity. We made the transition to an independent, non-profit organisation in April 2016, and became a charity in 2024. Over the past decade, we have firmly established ourselves as the key strategic partner for patient and service user voice across the Borough.

Our Board has overall oversight and accountability for the delivery of Healthwatch Greenwich's activity, and we are committed to having a strong, outcome-focused Healthwatch, rooted in the communities it serves.

Local people are at the heart of everything we do, and we are looking for Board members who live, work, or use health and care services in the Royal Borough of Greenwich. You will sit on our experienced Board of knowledgeable and motivated Trustees who bring a diverse range of skills and experience to support and guide the organisation.

We are looking to add specific skills and experience to our Board with the recruitment of positions to support strategic leadership in delivering our goals. We are particularly interested in applicants with any of the following skills, knowledge, or expertise:

- Marketing and communications or IT
- Community engagement
- Research or evaluation
- HR or people management
- project and program management

If you share our passion for making sure that patients and service users are heard, their experiences shared, and their voices amplified, creating change, and improving services for all, join us.

Informal enquiries are welcome; please contact Joy Beishon (CEO) at [joy@healthwatchgreenwich.co.uk](mailto:joy@healthwatchgreenwich.co.uk).

We look forward to receiving your application.

## Role Description

Position	Trustee
Requirements	<p>Applicants must:</p> <ul style="list-style-type: none"><li>• be aged 18 or over</li><li>• either live, work, or use health and care services in the Royal Borough of Greenwich.</li></ul>
Length of Board membership	Four-year term (can be re-elected for additional terms)
Time commitment	<p>Six Board meetings annually (quarterly Board meetings and two thematic/development sessions, including AGM). Meetings are held in person in Greenwich for up to three hours.</p> <p>Total time commitment – 1 day per month.</p>
Role activity	<ul style="list-style-type: none"><li>• Review Board papers</li><li>• Occasional work related to Board meetings</li><li>• Active participation in Board meetings</li><li>• Senior stakeholder engagement</li><li>• Actively participate in the strategic development of Healthwatch Greenwich</li></ul>

	<ul style="list-style-type: none"> <li>• Sit on panels and sub-committees as required</li> <li>• Contribute significant insights on how Healthwatch Greenwich can maximise its approach, process, output, and impact to deliver positive outcomes for Greenwich residents</li> <li>• Optional activities are dependent upon the needs of Healthwatch Greenwich and the experience, interest, and skills of the Trustee.</li> </ul>
<b>Reports to</b>	Chair of the Healthwatch Greenwich Board
<b>Remuneration</b>	This is a voluntary role. Expenses incurred in delivering Board activities will be paid.

This document can be supplied in different languages or formats:

Tel: 020 8301 8340 or email: [joy@healthwatchgreenwich.co.uk](mailto:joy@healthwatchgreenwich.co.uk)

## Context

### Healthwatch Greenwich

The Health and Social Care Act 2012 required each local authority area to set up a Healthwatch organisation. Healthwatch gives people a powerful voice both locally and nationally. Healthwatch Greenwich works to help people get the best from their health and social care services, whether it's improving them today or helping to shape them for tomorrow. Healthwatch Greenwich is about local voices being able to influence the delivery and design of their services.

Healthwatch Greenwich is commissioned by the Royal Borough of Greenwich to provide the following 6 key functions:

- Gather views and understand the experiences of patients and the public.
- Make people's views known.
- Promote and support the involvement of people in the commissioning and provision of local health and care services and how they are scrutinised.

- Provide advice and information (signposting) about access to services and support for making informed choices.
- Making the views and experiences of local people known to Healthwatch England (and to other local Healthwatch organisations) and providing a steer to help it carry out its role as national champion.
- Recommend investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC).

## **Vision, Mission and Values**

### **Our Vision**

We want a Greenwich with high-quality services, consistent levels of public engagement and excellent patient/service user experience.

To achieve our vision:

- We listen
- We act
- We influence

### **Our mission**

We are the consumer champion and voice for people who use health and social care services.

### **How we achieve this:**

Understanding what matters most to the public, especially those least heard, by always starting with their needs and views. Influencing those who have the power to change the design and delivery of services, so they better meet the needs and views of all.

### **Values**

- Inclusive
- Influential
- Independent
- Credible



- Collaborative

## How we work

### User involvement:

Healthwatch Greenwich is committed to public and patient involvement throughout health and social care services in Greenwich. We aim to involve our users in every aspect of our delivery and facilitate the voice of users in the public arena.

### Independent voice:

Healthwatch Greenwich challenges services, highlights needs and investigates issues raised by service users and patients.

## Healthwatch Greenwich Model of Change



## Trustee Person Specification

We are particularly interested in hearing from individuals with skills and experience in the following areas:

- Marketing, communications, IT
- Community engagement
- Research or evaluation
- HR, people management
- Project and programme management

### Equality

You believe in patient and public involvement, have a strong commitment to equality, diversity, and inclusion, and enabling the involvement of marginalised groups.

### Governance

You understand the principles of good governance and are willing to accept the legal duties and responsibilities that go with being a charity Trustee.

### Communication

You can assess different opinions, understand the point of view of others, be a good listener and communicator, and you are able to give constructive feedback.

### Conduct

You demonstrate high standards of corporate and personal conduct, including adhering to the Nolan Principles of Public Life, The Seven Principles of Public Life – GOV.UK ([www.gov.uk](http://www.gov.uk))

# Trustee Role Description

## Purpose of the role:

To provide strategic leadership, scrutiny, and oversight to Healthwatch Greenwich, ensuring the organisation delivers on its mission to amplify the voices of local people in health and care services.

## Main responsibilities:

- Attend and actively contribute to Board meetings and development sessions.
- Set and monitor strategic direction and performance.
- Ensure good governance and legal compliance.
- Safeguard Healthwatch Greenwich's reputation, finances, and values.
- Support the CEO and staff team in achieving organisational goals.
- Represent Healthwatch Greenwich externally, where appropriate.
- Act as an ambassador for the organisation in the community and with stakeholders.

## Time commitment:

Approximately 1 day per month, including 6 Board meetings per year and ad hoc engagement.

## Reports to:

Chair of the Board

## Remuneration:

Voluntary (reasonable expenses reimbursed)

## Eligibility

- You must be over the age of 18
- You must live or work or use health/care services in the Borough of Greenwich

## Exceptions

You are not eligible to apply if:

- Your work (as an employee or volunteer) directly involves you in commissioning or delivering health or social care services in/for Greenwich,
- Your work (as an employee or volunteer) directly involves you in commissioning or making strategic policy decisions for health or social care services in/for Greenwich
- You are a paid member of staff or elected official, or Board/Committee member in the local NHS, Integrated Care System (ICS), or Greenwich Council.

Most people can become Trustees. However, charity regulations exclude some individuals, for example, those with certain financial or criminal restrictions, including:

- Anyone who has been convicted of an offence involving deception or dishonesty – unless the conviction is spent
- Anyone who is an undischarged bankrupt, or is the subject of a bankruptcy restriction order, or bankruptcy restrictions
- Anyone who has made a composition arrangement with, or granted a trust deed for creditors, and has been discharged in respect of it
- Anyone who has previously been removed from Trusteeship of a charity by the Court of Commissioners
- Anyone under a disqualification order under the Company Directors Disqualification Act 1986, or who is the subject of a disqualification undertaking

## Frequently Asked Questions

### How many Board meetings do I need to attend, and what are the expectations?

You are expected to attend all Board meetings, and a minimum of 4 of the annual 6 meetings. Trustees support the objectives and policies agreed by the Board, contribute to, and share responsibility for the decisions of the Board. You are expected to work constructively with other Board members and the staff of Healthwatch Greenwich.

From time to time, you may be asked to participate in Board development activities, sub-groups, committees, working groups, and stakeholder engagement. You may also be offered the opportunity to attend events or meetings related to Healthwatch Greenwich's activity and objectives. While Trustee support is encouraged, attendance is not compulsory and will depend on your skills/knowledge/interests and capacity.

### What support will I get?

You will receive an induction and ongoing support to help you succeed in your role. This includes access to briefings and training on governance, safeguarding, and understanding the health and social care system.

### What is the time commitment?

In addition to attending Board meetings, you will need to be able to allocate time for reading reports and preparing for Board meetings (and, where appropriate, Board sub-groups, committees, and working groups). The average time commitment is 1 day (7 hours) per month.

### Is this a paid position?

No. Healthwatch Greenwich Board positions are voluntary and unpaid, but reasonable expenses will be reimbursed.

### What is my role as a Trustee?

As part of the Board, you provide strategic oversight and challenge. The day-to-day work is carried out by a small staff team led by the CEO. Board members help shape direction but are not responsible for operational delivery.

### Where can I find out more about Healthwatch Greenwich?

You can find out more information about Healthwatch Greenwich from our website. [Healthwatch Greenwich | Your spotlight on health and social care services](#)

### I've got more questions about becoming a member of the Board – who do I ask?

You can contact the CEO, Joy Beishon, at 'joy@healthwatchgreenwich.co.uk' or 0208 301 8340.

## How to Apply

Applications will be reviewed on a rolling basis. Please send:

- Up-to-date CV (including the names and contact details of two referees)
- A covering letter (no longer than one side of A4)
- Diversity monitoring form

to 'joy@healthwatchgreenwich.co.uk.'

Your covering letter must identify how your skills/experience/knowledge will enable you to carry out the related tasks (as identified under the role description in this pack).

If you require any changes to the recruitment or interview process to ensure equality of opportunity, please let us know.

All information provided will be treated as confidential and used only for selection to be a member of the Healthwatch Greenwich Board. Your information will only be seen by those directly involved in the selection process.

# healthwatch Greenwich

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**Committed  
to quality**

