

# Trustee of Picker Institute Europe

## Our Vision

The highest quality person centred care for all, always

## The Organisation

Picker is an Oxford-based charity with an international reputation as a key authority in the measurement and improvement of people's experiences of health and social care services. Our mission is to make person centred health and social care a reality for everyone, always. We are here to:

- **Influence** policy and practice so that health and social care systems are always centred around people's needs and preference.
- **Inspire** the delivery of the highest quality person centred care, developing tools and services that enable people's experiences to be better understood.
- **Empower** staff working in health and social care to improve experiences by effectively measuring and acting upon people's feedback.

We believe that the first step to realising our mission is to gather and make available data to understand the views and experiences both of service users and staff in health and care organisations. We conduct many of the largest quantitative and qualitative research for a wide range of public and private healthcare organisations, national bodies, voluntary sector organisations, and international healthcare providers, investigating issues related to people's experiences of care and organisations' efforts to improve services. We are also determined to help turn feedback into action. We do this by a combination of identifying, sharing and promoting best practice via Awards, thought leadership and consultancy services.

## About the role

As part of the Charity's Board of Trustees, you will be responsible for overseeing the strategic direction, financial management and governance of the organisation to ensure that at every step we are working to improve people's experiences of health and social care services. To achieve this, you will:

1. Ensure that the organisation works within its mission and charitable objectives and is compliant with charity and company law within the jurisdictions within which it is registered and operates.
2. Further the charitable objectives of the organisation, including promoting our mission and staying true to our values.
3. Ensure that the organisation's policies, practice, performance, and operations are in keeping with our aims and objectives.

## Main duties and responsibilities

Members of the Board of Trustees are expected to:

1. Be an active and engaged member of the Trustee group.
2. Take part in regular board meetings with a frequency of 6 to 8 meetings each year.
3. Undertake work outside board meetings, eg preparation and reading.
4. Participate in sub-committees, reflecting trustees' policies or concerns or provide high level input to defined organisational projects from time to time.
5. Interact, respond to and provide constructive challenge to our staff and other board members.
6. Occasionally attend our launches and presentations of our work, alongside our staff at events and receptions.
7. Occasionally represent Picker at meetings with potential funders or influencers.
8. Contribute your skills, interests and contacts and support us in fulfilling our mission and in our influencing and developmental activities.
9. Support, coach and help empower our staff to achieve their potential and deliver their goals
10. Take part in any training sessions provided.
11. Fulfil any other duties and assignments as may be required from time to time by the Board.
12. Act as an advocate for Picker in your activities in other settings

## Commitment

The full Board of Trustees meets every two months, usually in Oxford or remotely via video conference. There may be sub committees, with authority delegated to them by the Board, meeting at other intervals; and staff may seek to consult with you on your particular expertise. Occasionally, you may also be asked to represent Picker at meetings with potential funders or influencers, attend our report or product launches, or work alongside staff at events and receptions. We expect the typical commitment to be around one to two days per month.

## Remuneration

This is an unpaid post, though reasonable expenses incurred through performance of duties will be reimbursed.

## Person specification

Applicants must be committed to the values and vision of Picker and committed to understanding and using people's perspectives to improve health and social care. Demonstrable passion and commitment to person centred care for health and social care users, their carers and families, and staff is essential.

**A background in one or more of the following areas is very desirable for these appointments:**

- Communications – with experience of raising the profile of a similar sized charity or organisation to Picker.

- Business development – with expertise in identifying new opportunities to create long term impact.
- Finance experience – with a keen eye for numbers, although you do not necessarily need to be financially qualified.
- Health service – with experience as a user of health and care services, as a researcher in health and social care or as a health service practitioner or manager, whether in the NHS, the private sector, or internationally.
- Social care – with experience of working in or managing a social care provider or elsewhere in the sector.

### **Experience, knowledge, and skills**

- A commitment to the aims and strategic objectives of Picker and the ambitions of its growth strategy.
- A commitment to understanding and using the patient, client, service user, or consumer perspective in health and social care.
- Knowledge and experience of the governance and management principles of a charity registered in England or Scotland (*desirable*).
- The ability to work supportively with other Trustees, advisers, and executive colleagues to high ethical and professional standards and in line with their legal responsibilities.
- A proven strategic thinker with experience of operating at a senior management level.
- A skilled communicator who is experienced in persuading, influencing, and advising.
- A demonstrable interest in health and/or social care issues and social policy within the UK and/or overseas.
- A commitment to transformational change and learning, improvement and performance.

Picker is committed to equality, diversity, and inclusion in all that we do. This includes a commitment to ensuring diversity in our Board of Trustees so that this group reflects a broad and inclusive range of backgrounds and skills. We welcome applicants from diverse communities and backgrounds.

### **How to apply**

To make an application, please e-mail [HR@PickerEurope.ac.uk](mailto:HR@PickerEurope.ac.uk) with:

- A comprehensive CV
- A detailed supporting statement (of no more than two sides of A4) that fully addresses the criteria listed within the person specification.
- Details of two referees who we would be able to contact.

### **Recruitment timetable**

Applications must be received by 9:00am on Monday 30<sup>th</sup> June 2025.

Interviews with shortlisted candidates will be scheduled during July 2025.

Note that expenses incurred by candidates during the recruitment process will not be reimbursed except in exceptional circumstances and only when agreed in advance.