



Expert Citizens
CIC

Expert Citizens Chair Recruitment Pack
October 2020



Image 1 National INSIGHT Awards 2019

Expert Citizens Mission Statement

The Expert Citizens aim is for every agency in Stoke on Trent and beyond to learn to listen to the voices of people with support needs and to change their services so they are appropriate.

We want every person with support needs to be offered new hope and support until they have journeyed to where they aspire to be.

Thank you for your interest in Expert Citizens and this exciting opportunity. This pack will help you to get to know Expert Citizens (www.expertcitizens.org.uk) and explore the **Chair** role.

Page 3: [About Expert Citizens](#)

Page 6: [About the opportunity: Expert Citizens Chair](#)

Page 7: [How to Apply](#)

If you would like an informal chat with the outgoing chair, or you need this pack in an alternative format please contact Oliver Standing: oliver@collectivevoice.org.uk.



Image 2 National INSIGHT Awards 2019

About Expert Citizens

Expert Citizens first came together in February 2013 as a group of local people in Stoke-on-Trent with lived experience of multiple disadvantage - a term commonly used to describe a combination of homelessness, addiction/recovery, involvement in the criminal justice system and mental ill health but also domestic abuse and poverty - to support the Big Lottery's Fulfilling Lives project in Stoke: VOICES. Developing from there, we were constituted as a Community Interest Company (CIC)ⁱ in 2016, have continued to benefit from being part of the VOICES partnership and have transformed from a local organisation to an organisation with one foot firmly in the national arena.

We are governed by a combined board formed of two Executive Directors (our Chief Executive and Operations Director) with personal and professional experiences that inform their work, and currently four Non-Executive Directors from a range of backgrounds within the multiple disadvantage fields and beyond. We have three staff members who work to coordinate the peer support work, volunteer engagement and day-to-day projects described below.

About Expert Citizen's Directors:

Darren Murinas is the Expert Citizens Chief Executive Officer. He leads the organisation, develops commercial partnerships and is a visible spokesperson in our field. Darren is a trustee of The Lankelly Chase Foundation and adviser for The National Lottery Community Fund board and has worked with local and national media including BBC Radio 4, The Victoria Derbyshire show, The Guardian and The Huffington Post. He is a national facilitator for MEAM, Homeless Link, Joseph Rowntree Foundation etc and a national speaker, using his own experience of multiple disadvantage to challenge the stereotypical narrative of people experiencing some of the toughest social issues of our time as 'lifestyle choices'.

Rachele Hine is the Expert Citizens Operations Director and oversees the day-to-day and strategic delivery of our projects. Rachele leads our INSIGHT Evaluations and research projects, co-develops bespoke training packages, and represents Expert Citizens at external meetings.

Mandy Jago joined as a Non-Executive Director in 2018, but had been involved with Expert Citizens for some time before that. Mandy specialises in organisation development, coaching, leadership development and staff wellbeing. She has worked in this field for over 30 years and currently works in the NHS, but has worked widely across the public and private sectors.

Tony Fryer joined as a Non-Executive Director in 2020. Tony is Professor of Clinical Biochemistry at Keele University, and until March 2020 was Consultant Head of the Clinical Biochemistry Department and Director of Research and Innovation at the University Hospitals of North Midlands NHS Trust, where he worked for over 30 years. He leads the *INSIGHT / Public Involvement* project, utilising his links with academia and the NHS.

Joe Doran is Action Inquiry Manager at The Lankelly Chase Foundation, a national charitable funder focused on multiple disadvantage. He has been a Non-Executive Director since 2018.

Oliver Standing (outgoing chair) is Director of Collective Voice, the national alliance of drug and alcohol treatment and recovery charities. He has a background in drug and alcohol policy, project management and leadership and has been involved with the organisation since 2016.

Our work falls into three categories:

1. Supporting and developing people affected by multiple disadvantage

In keeping with our ethos of releasing the potential of those with lived experience, we continuously work with local volunteer 'expert citizens', who are early on in their journeys of recovery and development. We provide support through volunteering opportunities, peer support and skills development.

We hold the contract for peer support for Stoke's Housing First project, with that work being delivered by our expert citizens who all have first-hand knowledge of multiple disadvantage.

"I was a volunteer with Expert Citizens for almost five years. During this period, I was also working to get my life back in order after years of struggling with multiple issues. Expert Citizens allowed me that sense of purpose and direction that I so badly needed. I found my voice, grew my confidence, and upskilled myself until I was ready to take the next step. Expert Citizens were that next step and I eventually became an employee. I'm thankful for the opportunity and hopeful that I can use my position to help many more people just like EC helped me."

Phil Parkes, Volunteer coordinator, Expert Citizens

We have also trained other organisations (e.g. Citizens Advice) on supporting people affected by multiple disadvantage.

2. Research, consultation and partnership

We offer research and consultancy to organisations across the voluntary, public and private sectors.

Examples include being commissioned by Virgin Money Foundation to review their use of language around the issue of multiple disadvantage; working in partnership with St Mungo's to better understand the experiences of people sleeping rough who accessed drug and alcohol support services; and very recently supporting Clore Social Leadership to develop a leadership programme for leaders with lived experience of the criminal justice system.

We are currently working with the Centre for Health and Development (CHAD), Staffordshire University, most recently conducting research surrounding COVID-19 and homelessness and are active within The Joseph Rowntree Foundation's APLE Collective which brings lived experience to bear on issues around poverty.

3. Insight Evaluation Programme

Our flagship programme, Insight, has three strands of activity: INSIGHT Evaluation, the National INSIGHT Awards, and the INSIGHT | Public Involvement project.

Firstly, **INSIGHT Evaluation** ^{©2015} uses our bespoke set of standards to recognise how well organisations support - and learn from - people with lived experience of multiple disadvantage, using an Appreciative Inquiry approach to foster and recognise best practice. Organisations that offer services to those experiencing multiple disadvantage participate in the programme by commissioning Expert Citizens to carry out evaluations of their services

using these standards and are awarded one of the four levels: Welcoming, Listening, Learning and Leading. Furthering the digital development of the Insight programme is a priority for the coming year. www.expertcitizens.org.uk/insight-standards



Secondly, we hold **National INSIGHT Awards** annually, to recognise and commend outstanding work. These awards are made at a major national conference and offer a unique opportunity for organisations working in the field to come together and celebrate excellence in involving those with lived experience in the development of their services. This attracts a wide range of delegates and keynote speakers who share how their lived experience has shaped their organisations and the services they offer. www.expertcitizens.org.uk/insight-awards



Image 3 Lemn Sissay at the National INSIGHT Awards 2019 [www.youtube.com/watch?v=v_Y3f2KyOpI]

Thirdly, we are expanding the range of this programme by working with local academic and NHS partners to co-develop a version of the Insight programme for health research settings. This iteration will use the Expert Citizens INSIGHT Evaluation framework to co-develop and implement an equivalent set of standards - initially focusing on health research departments and is currently referred to as the '*INSIGHT | Public Involvement Quality Awards for Public Involvement in Research*' project. This ongoing project is funded by the West Midlands Clinical Research Network (part of the research arm of the NHS) and represents the first step in diversifying the INSIGHT 'brand'.

As you can see from the above, the voice of lived experience informs and drives everything we do - it is the reason we exist!

About the role - Chair of Expert Citizens CIC

Having been involved with the organisation since 2016, our present chair Oliver Standing, is soon stepping down.

We are now looking to recruit a proactive new Chair to provide leadership into the next phase of our journey. This comes during a particularly exciting phase as we are working alongside The Red Pencils agency to review and strengthen our governance and strategy – the new Chair will be therefore joining at the perfect time!

The chair will:

Lead our governance – ensuring the strengths and skills of the Board are harnessed to continue steering Expert Citizens on a bright and sustainable path.

Strengthen & develop our team – working closely with and providing strategic support to the CEO, to together lead the organisation.

Be an ambassador for lived experience – flying the flag for those experiencing multiple disadvantage in general and our brilliant organisation in particular.

Time commitment: approximately two days per month.

Remuneration: this is a voluntary position; travel expenses will be reimbursed.

Start date: the appointed Chair will attend our (online) January Board meeting alongside the outgoing Chair; handover details can be arranged.

Role outline:

- Value and honour lived experience in all aspects of the organisation's work.
- Work with the Chief Executive Officer to develop Expert Citizen's aims, strategic objectives, and goals; help ensure the organisation delivers its mission and acts in accordance with its constitution and the law.
- Provide leadership to the Board, ensuring that Expert Citizens is able to make best use of the talents and resources of all Directors, and the Board contains the necessary mix of skills.
- Develop an effective working relationship with the Chief Executive and Board that achieves the best balance of challenge and support.
- Support the work of the Chief Executive, including CPD and appraisal.
- Support funding opportunities and bids.
- Chair quarterly board meetings and attend other meetings where necessary.
- Act as an ambassador for Expert Citizens as required.

The Chair must demonstrate:

- A commitment to social justice, equity and inclusivity and a strong sense of the value of lived experience.
- An understanding of the experiences of the people we fight for and how multiple disadvantage shapes people's lives, and the systems which support them.
- A record of effective and positive leadership at a senior level.
- Strong interpersonal skills and an empathic worldview.
- The vision and agility to help steer a small organisation, adapting to internal and external events.

- Good communication, interpersonal and networking skills, with the ability to influence and inspire confidence with stakeholders from widely varying walks of life.
- A willingness to get stuck in and demonstrate a pragmatic outlook on the realities of running an inclusive CIC.

Resources available to support the incoming Chair:

- Expert Citizens will cover the cost of membership to the Association of Chairs [www.associationofchairs.org.uk].
- Expert Citizens can provide access to sector specific training and development if required.
- The Expert Citizens Board of Executive and Non-Executive Directors hold a wide range of skills and expertise to share. Our Directors are committed to effecting real change for people who experience multiple disadvantage.
- The outgoing Chair is happy to arrange a handover and be on hand to support where appropriate.

Does this sound like you? How to Apply

The role of Expert Citizens chair is likely to appeal to a pragmatist with a real interest in learning from others - especially those with lived experience - and a strong ambition to make a difference for and with the thousands of people whose skills and wisdom have been too often overlooked by a society focussed only on their needs. We are particularly interested in those with strong business development and commercial skills.

To apply please send: a **CV** (curriculum vitae), **letter of application** (not exceeding 1,000 words), and contact details of **two references** to Non-Executive Director Tony Fryer at antfryer27@gmail.com by **22.11.20**. Interviews will take place online in early December.

THANK YOU FOR YOUR INTEREST

Find out more about us: www.expertcitizens.org.uk. Follow us on Twitter: @ExpertCitizens.



Image 4 Darren Murinas, Expert Citizens Chief Executive Officer

ⁱ Community Interest Companies (CIC) are a type of company set up for social enterprises which use their profits for assets for the public good. You can read more about the legal duties of a company director here <https://companieshouse.blog.gov.uk/2019/02/21/7-duties-of-a-company-director>.