



Providing support
and promoting respect
for everyone with
a visible difference



TRUSTEE INFORMATION PACK

hr@changingfaces.org.uk



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I really don't know if I would be the person I am today without Changing Faces and being able to meet other people with a facial difference. Knowing I'm not on my own, and hopefully helping others feel that they are not on their own means a great deal to me. Being able to meet other people that are going through what I have to deal with on a daily basis has been amazing. They understand. I'm not on my own. It's like a weight has been lifted. I am not someone who looks difference, I am just me."

Marcus, age 16

A MESSAGE FROM THE CHAIR

Thank you for your interest in joining our Board as a Trustee.

People with visible differences can often face challenges being accepted in different areas of their lives – from school through to relationships and the workplace. We know that people with visible differences are vulnerable to isolation, loneliness, social anxiety, and low self-esteem. In the UK today, 49% of adults with visible differences have experienced hostile behaviour and almost half of young people who have a visible difference have been bullied at school.

Changing Faces is here for everyone with a scar, mark or condition on their face or body.



We provide life-changing mental health and wellbeing support. And we work to transform understanding and acceptance of visible difference, and campaign to reduce prejudice and discrimination.

We are currently running a strategic review process and are close to agreeing our strategic priorities over the coming months.

We have a strong Board with a wide range of skills and experience, including lived experience of visible difference. We have recently completed a skills audit to assist us in developing our Board recruitment strategy.

We are committed to building a diverse and inclusive workforce and encourage applications from candidates with any protected characteristics that are currently underrepresented in our workforce and volunteer base, including but not limited to visible difference, race, gender, disability, age, sexual orientation, religion or belief, gender reassignment, and pregnancy or maternity, to help gain new perspectives and ensure equal opportunities for all.

We are looking to add one new Trustee to our Board to support our executive to deliver our goals effectively.

We are especially interested in recruiting Trustees who have the following experience;

- Clinicians and managers delivering services to people with a visible difference with experience of psychological therapies and dermatology.

Most of all we are looking for people who care deeply about what we do and the people we serve and will be driven, as we are, to radically change people's lives for the better.

Although we continue to be successful in terms of our activity and impact, like many charities, we face an increasing challenge to generate the income we need due to the difficulty and competitiveness of the fundraising and general economic climate. However, my tenure as Chair began in the second half of last year shortly after appointing our new CEO. This change of leadership has given us an opportunity to refresh, renew and re-structure to ensure Changing Faces is 'storm ready' and sturdy, allowing us to prioritise our work to make the biggest impact.

If you share our commitment and are excited by our vision we'd love to hear from you.

Kate Pryke, Chair

Additional information

What we do:

<https://www.changingfaces.org.uk/about-changing-faces/what-we-do/>

Our Annual Reports:

<https://www.changingfaces.org.uk/about-changing-faces/what-we-do/annual-reports-accounts/>

Real Stories:

<https://www.changingfaces.org.uk/real-stories/>

A MESSAGE FROM THE CHIEF EXECUTIVE

I am delighted that you are interested in joining our Board as a Trustee. The work that we do is incredibly important and makes a big difference to people living with visible differences. We've been through a lot of change to ensure we can survive and thrive over the coming years and support more people with a visible difference.

We are a dynamic and brave organisation with a strong set of values – we aim to be Courageous, Open, Supportive and Inclusive in everything we do. Our staff team are highly skilled and experienced in the work they do and motivated by our cause.

I look forward to working with you, helping us continue and grow our impact and deliver against our ambitious strategic goals.

Louise Wright, Chief Executive





About Changing Faces

ROLE AND PERSON SPECIFICATION

Changing Faces is here for everyone with a scar, mark or condition on their face or body. We provide life-changing wellbeing services. We work in partnership to transform understanding and acceptance of visible difference, and campaign to reduce prejudice and discrimination.

We won't stop until everyone with a visible difference is free from discrimination and prejudice.

Key Trustee Responsibilities

- Agrees the strategic direction of the charity, in line with its governing responsibilities
- Ensures the charity acts within its stated charitable purposes
- Ensures the financial viability of the charity and that its resources are managed responsibly
- Provides constructive challenge, support and scrutiny to the CEO and Directors
- Ensures Changing Faces functions within the legal and financial requirements of a UK registered charity and strives for best practice, transparency and accountability
- Ensures effective governance structures are in place, regularly reviewed and adhered to
- Sets and reviews organisational risks appetite and policy – and assures sound risk management
- Uses specific skills and experience to help the Board of Trustees reach sound decisions
- Acts always in the best interests of the charity's beneficiaries and ensures the voices and interests of people affected by visible differences are at the heart of all Changing Faces' decisions and activities

Trustee Person Specification

Personal Qualities

- A visible passion for and commitment to Changing Faces, its purpose, and strategic objectives
- A commitment to the Nolan Principles of Public Life and the values of the charity
- Ability to think strategically and creatively
- Sound and independent judgment and perspective
- Ability to balance support and encouragement with constructive challenge and questioning
- Willingness to devote the necessary time and effort to fulfil the responsibilities outlined
- An understanding and acceptance of the legal duties, responsibilities and liabilities of Trusteeships
- Specialist expertise to add to the Trustee Board skills mix
- Commitment to Changing Faces' Trustee Code of Conduct

Knowledge and Experience

- Experience of working as part of team, collaborative and supportive
- Some understanding of the social, political and economic environment in which the charity operates
- Understanding of the governance, and the legal and financial frameworks within which charities operate
- Understanding of the role of trustees and of the distinction between the executive and non-executive functions in a charity

WHAT'S INVOLVED

You will

- Be able to commit to an initial term of three years
- Attend four Board meetings, one is also an Annual General Meeting
- Meetings may be attended in person or virtually if more convenient
- Subject to your personal availability, be prepared to join one of the Charity's standing committees or ad hoc committees which may be convened for specific purposes
- Be subject to an enhanced DBS check

This role is voluntary and unpaid. Expenses are paid in line with the charity's policies.

The charity does not have a headquarters premises base. Staff work remotely or in hired rooms. We book meeting rooms normally in London when convening whole team events.

HOW TO APPLY

We hope you will consider making an application. If you have questions about the appointment and would find it helpful to have an informal conversation, please contact hr@changingfaces.org.uk and we will be happy to arrange a call. To make an application, please email us:

- Your CV (no more than three sides).
- A supporting statement, no more than two or three paragraphs that sets out why you think this role is the right opportunity for you and for Changing Faces. Please refer to the role description and person specification.
- Closing Date: Midnight Monday 27th April 2026
- Shortlisting will be completed by 1st May 2026
- Shortlisted applicants will be asked to attend an interview online with a small panel of Trustees during the week beginning 4th May 2026

Shortlisted candidates will be offered the opportunity to meet virtually with the Chief Executive before the final interview.