



Member Advocate Trustee  
Job Pack

### Job Details

Job Title:	Member Advocate Trustee
Organisation:	Headway East London
Location:	238-240 Kingsland Road, London E2 8AX
Duration/ Term:	3 terms of 3 years
Hours:	Up to 5 hours per month
	Trustee positions are voluntary, but reasonable expenses will be reimbursed.

### About Headway East London

Headway East London is a unique, diverse and creative community of people living with brain injury and their support network. Currently working across 13 London boroughs, with plans for expansion into 4 more, the organisation offers specialist support and services including therapies, advocacy and family and community support.

We are a buzzing community where people connect, collaborate, and participate. We support our members (as we call our service users) to develop self-identities – friend, artist, dancer, singer, chef, domino player that are located in the present and future rather than the past.

Brain injury can affect anyone, and our members often experience multiple forms of discrimination because of the intersection between their disability and other parts of their identity including race, gender, sexuality or age. We work with marginalised groups, disproportionately affected by the cost-of-living crisis and often reliant on a complex and unfair benefits system.

At Headway East London, members can access the support they need whilst being recognised as individuals. Our volunteers, members and their support network are the experts of brain injury. We work in partnership to achieve transformative change for survivors – to build a world in which people with brain injury are valued, respected and able to fulfil their potential.

Our work is guided by the principle of co-production. Projects aim to be co-produced in response to our members' needs, desires, and ambitions. Through steering groups, catch-up groups and regular opportunities for conversation and feedback, members are actively involved in developing new ideas and helping to make decisions.

We have great ambition and want to support more brain injury survivors than ever before and create a society where brain injury survivors are valued, respected and able to fulfil their potential and lead full and active lives.

We have an income of 2.7 million, an experienced Board of Trustees, a dedicated and enthusiastic team of 55 permanent employees and over 25 committed volunteers.



# About the role

This is an exciting opportunity to join a distinctive and values-driven organisation. We are currently seeking a new Trustee who will bring a wealth of understanding of the lived experience of our members. The member representative will play a crucial role on the board – bringing with them a personal connection to our mission and values and understanding of brain injury and the Headway Community.

The member representative will be a visible and approachable presence within our community, upholding the importance of relationships with our members – people living with brain injury – and ensuring that this insight informs strategic thinking.

They will support the Board in fulfilling its responsibilities for the charity's ambitious strategy and governance and work effectively as a team with other members of the Board.



## More details

### We are looking for someone who brings:

- Excellent communication skills – able to ask thoughtful, challenging questions and engage in productive Board discussions.
- Understanding of charity finances and risk oversight.
- The ability to work collaboratively with the Senior Management Team to shape and monitor organisational goals, policies and performance.
- A natural, down-to-earth style – personable, non-hierarchical and approachable.
- Personal connection to the Headway East London community - with lived experience of having a brain injury or supporting someone with a brain injury.
- A commitment to engaging in community events to meet and be a visible presence to members: open days, open studios, Headway Eats and other member-led events.
- A values-led approach and belief in the power of human relationships to drive strategic outcomes.
- Knowledge and understanding of different industries, and a well-rounded view of how different sectors approach problem-solving.

### Time Commitment

- The Board meets at least 5 times a year in person. In addition to these meetings the Chair is also expected to attend other committee meetings, i.e. the Finance and Audit Committee.
- It is important that the Chair can visit Headway locations and be available on a regular basis.
- Trustees are required to commit up to 5hrs per month to the organisation.
- Trustee positions are voluntary but reasonable expenses will be reimbursed.

## What Headway is like...

"It's colossal. It's a brilliant organisation. It's very difficult talking to people who don't understand brain-injury. Headway East London is a large community of people discovering the fullness of life after the shock of brain injury. It's a place to come together to go through the journey together. It's not easy, but Headway makes it easier, it's relaxing, I switch off, the stress comes off my shoulders."

"The Headway community gives us all an opportunity to find a previously hidden creativity, giving our lives a purpose we thought was lost. It is an amazing magical place, a joint enterprise with staff, members and volunteers working together, looking forward not back. Life hasn't ended after brain injury; it's a new beginning. We are understood and not judged and encouraged on our new journey feeling warmth, security and understanding. Peaceful – not quiet? Home from home like a pair of warm slippers. We are a family."

We look forward to welcoming you into our community.



# To apply

The deadline to apply is **9am, 11 May 2026**.

Interviews will be held in week commencing **25 May 2026**.

When submitting your application, please let us know of dates you are not available for interview.

Please submit your CV (including two referees) , a covering letter and the voluntary Equal Opportunities Monitoring Form to [recruitment@headwayeastlondon.org](mailto:recruitment@headwayeastlondon.org).

**NOTE:** this role is not for members accessing our services.

Interested applicants are encouraged to informally contact Sarah Lantsbury, Chief Executive to find out more about the role and our organisation:

[Sarah.lantsbury@headwayeastlondon.org](mailto:Sarah.lantsbury@headwayeastlondon.org) or call on 020 7749 7790

No agencies please.

If you have not heard from us by **29 May 2026**, please assume that your application has not been successful.

Headway East London is an Equal Opportunities Employer and we are committed to ensuring that all staff are motivated, skilled and rewarded by their work. We welcome applicants regardless of race, religion or belief, colour, national origin, sex, sexual orientation, disability, age and other protected status as required by law. We promote and protect human rights; they are the foundation of what we do.

We want to be an inclusive place where a diverse mix of talented people want to come and contribute their unique strengths and perspectives. We are focused on equality and believe that all the fascinating characteristics that make us different, make us more able to deliver our life-changing work with passion and creativity.

