Charities are complex organisations that regularly work in challenging settings. They rely on people in leadership positions to fulfil their aims and mandates.

**Define roles and responsibilities:**

* Ensure there are suitable arrangements for volunteer recruitment, support, and supervision.
* Make sure there are proper processes for staff appointment, supervision, appraisal, remuneration.
* Have fit for purpose safeguarding policies and procedures.
* Make certain there is sufficient time for people to carry out their responsibilities effectively.

**Give clarity of purpose and expectations:**

* Give tasks to the appropriate people and set targets for those actions.
* Create a strategic plan for long term goals.
* Ensure everyone knows what is expected of them.
* Make clear any time commitments for roles before nomination or appointment.
* Invest in team development – review team performance, spend time encouraging teamwork, plan to improve team effectiveness.

**Demonstrate leadership:**

* Manage stakeholder relations.
* Model desired behaviour
* Show co-operation outside of meetings.
* Give the organisation direction whilst following relevant regulations.
* Work well with others and view yourself as one team, rather than opposing forces within the organisation.
* Use delegation effectively so action is taken to help your organisation achieve all of its aims.

**Communicate well both internally and externally:**

* Follow through agreed actions, make informed decisions.
* Listen to others during team meetings and use each other’s talents.
* Be up to date with what is happening externally and how this could impact the organisation.
* Share decisions made in meetings with those who will be affected and the reasoning behind those decisions.
* Support any staff and volunteers to feel confident expressing feedback and offering advice.

**Respect different roles and embrace diversity:**

* Stay informed and responsive to changes in the charity sector.
* Be open to hearing from different perspectives – it can add value to your organisation.
* Ensure board papers are of high quality so meetings have an agreed purpose and are recorded accurately.

To be successful in the charity sector you need to demonstrate you have the passion for your charity’s aims and direction. Much of a charity’s work can be measured by its ability to spread an effective message. So, to support your charity to thrive, be proactive, enthusiastic and demonstrate good people skills.