



## Role Description

Lived Experience Representative  
(Trustee)

## About the JCCP

The Joint Council for Cosmetic Practitioners (JCCP) is a UK charity established in 2018 to promote safe, ethical practice across the non-surgical aesthetics sector. The JCCP maintains a voluntary practitioner register, shapes national training and competency standards, collaborates with statutory regulators, and helps the public understand what safe and responsible practice looks like.

Lived experience plays a central role in this mission. The JCCP Board includes two Lived Experience Representatives/ Patient advocate as full voting Trustees, ensuring that public voice, consumer protection and lived experience insight directly shape sector standards and strategic decisions.

## Main Purpose of the Role

The Lived Experience Representative brings real-world perspectives to the centre of governance, helping the JCCP understand the human impact of aesthetic treatments, highlight emerging risks, and co-design safer systems for the public.

The role is emotionally sensitive and public-facing at times. The JCCP is committed to ensuring that lived experience contributors feel supported, included and psychologically safe throughout their involvement.

## Key Responsibilities

### 1. Trustee & Governance Duties

- Attend minimum requirement Board meetings (remote or in person).
- Contribute to Board discussions and decisions from a lived-experience perspective.
- Provide constructive challenge and insight grounded in real experiences.
- Participate in reviewing public information, complaints guidance, training standards and regulatory materials.

### 2. Lived Experience Community Engagement

- Act as a link between the JCCP and lived-experience communities.
- Bring forward themes, concerns, risks and unmet needs.
- Ensure that public-facing information is accessible, inclusive and trauma-informed.

- Contribute to the ongoing development of JCCP.me website, a lived-experience-focused resource hub.
- Support, where appropriate, evolving committees or working groups centred on communication and safety.
- Travel and reasonable expenses covered.

### **3. Sector Engagement & Cross-Industry Collaboration**

The Lived Experience Representative may participate in discussions involving the wider aesthetics ecosystem, including:

- pharmaceutical companies
- technology platforms & innovation bodies
- environmental health and public protection teams
- device and product manufacturers
- medical and non-medical practitioners
- insurers, accreditation bodies and training organisations
- charities, advocacy groups and regulatory partners

The aim is to bring lived experience perspectives to a dynamic sector undergoing significant regulatory development.

### **4. Safety Campaigns & Public Education**

- Support national and targeted lived-experience-led campaigns.
- Contribute to guidance for consumers and those most at risk.
- Participate in collaborations with regulators, charities and partner groups.
- Help shape accessible and identity-affirming content across JCCP channels, including JCCP.me.

### **5. Conferences, Panels & Events (Optional)**

- Attend sector events, roundtables or discussions (optional).
- Co-present with senior leaders on lived experience topics.
- Join panels, workshops or cross-sector forums.
- Participation is optional and fully supported.

### **6. Longer-Term Programme Development**

The JCCP is growing its lived-experience work. You may be invited to contribute to:

- lived-experience-centred standards
- advisory and governance groups
- enhanced complaints and consumer guidance

- research, consultation and horizon scanning
- optional co-chairing opportunities

## Minimum Requirements & Support

### Attendance

- Attend requirement Board meetings
- Notify the JCCP if unable to attend — wellbeing always takes priority

### Preparation

- Review meeting papers at a manageable pace
- Access optional summaries or pre-briefings

### Contribution

- Share lived experience to a depth that feels safe
- Take part in supportive Board discussions
- Ask questions and seek clarity

### Wellbeing & Safety

- Optional check-ins
- Reasonable adjustments available

## Remuneration & Expenses (Voluntary Role)

This is a voluntary trustee role, and there is no salary attached to the position. We deeply value the contribution of lived experience and recognise the time, energy and emotional labour involved.

The JCCP is committed to ensuring that volunteering is never a financial burden, and therefore:

- All reasonable travel and out-of-pocket expenses will be reimbursed, including public transport, mileage, accommodation (where needed), and subsistence in line with our expenses policy.
- Accessibility-related costs (e.g., support needs, digital access requirements, adjustments) will be met where reasonably required.
- Preparation time for meetings is recognised and supported through accessible papers, summaries and optional pre-briefings.

- Participation in conferences, events or engagement activities will be fully funded, including travel and associated costs.
- The JCCP will provide ongoing support, optional check-ins and wellbeing-centred adjustments to ensure the role remains safe and sustainable.

While this is an unpaid position, it offers meaningful opportunities to:

- shape national safety and regulatory developments in aesthetics,
- influence guidance and consumer protection work,
- develop leadership, governance and public-engagement skills,
- represent lived experience at high-level sector discussions,
- contribute to a growing lived experience movement.

If remuneration or reimbursement is a barrier to applying, we warmly encourage prospective applicants to speak with us — we are committed to removing barriers wherever possible.

## Personal Specification

The JCCP welcomes applicants from all backgrounds and strongly encourages applications from:

- ethnically minoritised communities
- LGBTQ+ people
- disabled and neurodivergent people
- people with long-term health conditions
- socio-economically disadvantaged backgrounds
- individuals under-represented in governance and regulation

Prior trustee experience is not required — your insight is what matters.

### Essential

- Meaningful lived experience relating to non-surgical aesthetics (direct or supportive).
- Compassionate, reflective communication style.
- Emotional readiness and stability to take part in sensitive discussions, recognising that the role includes public-facing elements and engagement across diverse sector viewpoints.
- Ability to contribute safely and constructively to conversations that may involve challenge or differing opinions.

- Confidence to maintain personal boundaries when sharing experiences.
- Commitment to public protection and safer practice.
- Willingness to attend bimonthly meetings and participate in remote/online work.
- Ability to collaborate effectively with a diverse Board and sector partners.

### **Desirable**

- Experience with advocacy, lived-experience involvement or community representation.
- Understanding of trauma-informed approaches or safeguarding considerations.
- Awareness of inequalities in aesthetic treatment experiences.
- Ability to reflect on both personal and system-level implications.
- Interest in contributing to regulatory development, public education or safety standards.

### **Valued**

- Curiosity and willingness to learn.
- Confidence to ask questions and offer constructive challenge.
- Interest in communication, public-facing work or safety campaigns.
- Motivation to contribute to a dynamic, evolving sector involving regulators, practitioners, manufacturers, tech innovators, environmental health teams and other stakeholders.

### **Wellbeing & Capacity**

- Applicants should feel well enough and emotionally steady enough to participate in discussions and public-facing elements of the role.
- Support, flexibility and adjustments will be offered throughout.

**If you would like an informal chat about the role before applying, please contact:  
Kimberley Cairns – [kimberley.cairns@jccp.co.uk](mailto:kimberley.cairns@jccp.co.uk)**