Becoming our Trustee
“Volunteering as a trustee with Citizens Advice is a richly rewarding experience, providing many opportunities to contribute to and safeguard the organisation’s work. I have especially enjoyed engaging with staff and volunteers at network events and bringing deeper insight back to national board discussions as a result. Citizens Advice is a forward-thinking organisation and I would highly recommend volunteering on its Trustee Board. I’ve found it particularly helpful to add the insight from the local Citizens Advice to our national discussions.”

John Woodman, Treasurer of national Citizens Advice Trustee Board and Trustee of Citizens Advice Northumberland
Thanks for your interest in Citizens Advice.

We’re looking for an ambitious and forward-thinking trustee with local Citizens Advice expertise to help us deliver on our dual mission in the future; giving the advice people need to solve the problems they face and advocating to address their underlying causes.

Every year millions of people come to us for advice and help with solving their problems. We’re here for everyone and help with problems like managing debt or household bills, understanding rights at work or housing issues. We also provide specialist support through our consumer helpline, Pension Wise and the Witness Service.

Our network of 283 local Citizens Advice members means we have the insight and flexibility to adapt and respond to local needs. We’re an important part of communities with 2,400 locations across England and Wales.

We share knowledge and best practice so people can expect the same quality of support across our service. We also work to fix the underlying causes of people’s problems using data and evidence gathered from our network.

Because of this we save society money. In 2016/17 we saved government and public services £430 million.

“Citizens Advice is a remarkable organisation, and I have immense pride in our achievements as a service over the past three years. This is also an exciting time for the future of the service, as the work to develop a new vision for the future of advice takes shape, and as it prepares to celebrate its 80th birthday next year.”

Sir David Varney, Chair of the Citizens Advice trustee board

If you have the personal qualities and enthusiasm to drive change across the whole Citizens Advice service and you embody our inventive, responsible and generous values, we would love to hear from you.

Want to chat about this role?
If you want to chat about the role further, you can contact Rachael Badger by emailing companysecretary@citizensadvice.org.uk or by calling Nicola Clarke on 03000 231311.
Our values

We're inventive
We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous
We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible
We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

Three things you should know about us

1. We’re local and we’re national. We have 6 national offices and offer direct support to people in 283 independent local Citizens Advice services across England and Wales.

2. We’re here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won’t turn people away.

3. We’re listened to – and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.
The Citizens Advice service is made up of Citizens Advice – the national charity – and a network of 283 local Citizens Advice members.

This role sits in the national charity, which includes:

- 801 national staff working in one of our 6 offices or as homeworkers, or as part of the Witness Service from over 240 courts across England and Wales
- approximately 3600 Witness Service volunteers.

Our network members are all independent charities, delivering services from approximately:

- 600 local Citizens Advice outlets
- 1,800 community centres, GPs’ surgeries and prisons.

They do this with:

- Over 6,000 local staff
- Approximately 19,000 trained volunteers.

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.
Citizens Advice Trustee

We are looking for a new trustee who will join a team who are collectively responsible for the overall management, governance and strategic direction of the national charity, and for developing the organisation’s aims, objectives and goals in accordance with governing documents, legal and regulatory guidelines.

You should have a proven record of achievement in your own field, operating at a strategic level, confronting challenges and driving through initiatives.

We are looking for someone who has local Citizens Advice expertise and is able to bring that perspective and insight to board discussions, in the context of their responsibilities as a trustee of the national charity. This person could be a current trustee or senior manager in local Citizens Advice, or someone who has recent and substantial experience in such a role.
Candidates must be able to demonstrate in their CV and supporting statement, that they have the skills required to fulfil the fundamental responsibilities of all Citizens Advice trustees.

Fundamental responsibilities of Citizens Advice trustees

1. **Formulating strategy** – developing and maintaining vision, strategy and clear objectives for Citizens Advice in the best long term interests of the service’s clients.

2. **Ensuring accountability** – holding the executive to account for the delivery of the strategy, offering purposeful, constructive scrutiny and challenge. Being accountable to local Citizens Advice, listening to their views and priorities and explaining Board decisions.

3. **Shaping culture** – being committed to the aims and principles of the Citizens Advice service, and in particular our inventive, responsible and generous values. Providing visible leadership across the Citizens Advice service to develop a positive culture, ensuring this is reflected in your own and the board’s collective behaviour and decision making.

4. **Representing the organisation** – helping build strong relationships with local Citizens Advice, funders, government, regulators and the corporate sector. Understanding the environment Citizens Advice works in nationally and locally, and the needs of clients, representing the service to internal and external stakeholders and bringing back messages and information.

Local Citizens Advice expertise

5. **An understanding of the current challenges and opportunities of leading or managing a local Citizens Advice** , and an ability to bring that perspective to enhance national Citizens Advice board discussions, understanding that each local service will have a different perspective. We are also especially interested in candidates who have one or more of the desirable specific skills below which will strengthen the capacity of our board.

Desirable skills

1. **An understanding of how technology is currently used in the business environment**

2. **An understanding of how to deliver major transformation projects** while ensuring that service to customers or to the public is maintained

3. **Financial sustainability** – an understanding of how to develop strategies for increased financial stability and to diversify a funding base.

Citizens Advice values diversity, promotes equality and challenges discrimination. We encourage applicants from all backgrounds and particularly welcome applications from disabled people and from black, asian and minority ethnic people, who are under-represented in our organisation.
How to apply

Please send a current CV and a covering letter outlining your suitability, and why you would like to take on this role to trustee2018@citizensadvice.org.uk, or to:

Company Secretary
Citizens Advice
3rd Floor North
200 Aldersgate
London
EC1A 4HD

Your application must arrive by midnight on Thursday 24 May 2018.

“Citizens Advice is a passionate and well-respected charity with a longstanding history of advising the communities it serves and effecting broader change through its campaigning and policy work. I have sat on various committees during my time as a Trustee Board member and have found all those whom I have worked alongside to be deeply committed to the service’s goals. As a former Chief Officer I have been able to bring my perspective and insight to enhance national Citizens Advice board discussions.”

Barbara Shaw, national Citizens Advice trustee board member and former Chief Executive of Citizens Advice West Oxfordshire and of Citizens Advice Banbury.
1. Terms of office
You will be appointed for an initial term of 3 years, and will be eligible for re-appointment for one additional term (maximum 6 years). No trustee may hold office for more than twelve consecutive years. Your appointment will be approved by the trustee board at its meeting on 25 July 2018.

2. Can anyone be appointed as a charity trustee?
No. There are a number of reasons why people cannot act as a charity Trustee. The following is extracted from the Charity Commission Guidance on Recruitment, Selection and Appointment of Charity Trustees:

- Some people are disqualified by law from acting as charity Trustees or nominees, including anyone described in section 72(1) of the 1993 Act. Broadly that covers:
  - anyone who has been convicted of an offence involving deception and dishonesty, unless the conviction is spent;
  - anyone who is an undischarged bankrupt, or is the subject of bankruptcy restriction order or bankruptcy restriction undertaking;
  - anyone who has made a composition to arrangement with, or granted a trust deed for, his or her creditors and has not been discharged in respect of it;
  - anyone who has previously been removed from Trusteeship of a charity by the court or the Commissioners; and
  - anyone who is under a disqualification order under the Company Directors Disqualification Act 1986 or is the subject of a disqualification undertaking.

Further information about disqualification and waivers of disqualification can be found in OG41 (Disqualification for acting as a charity Trustee) and OG42 (Waiver of disqualification for acting as a charity Trustee) which are available on the Charity Commission website www.charitycommission.gov.uk

3. Expenses
This is a volunteer role, and will not be remunerated; however reasonable travel expenses and subsistence costs will be reimbursed, along with a contribution towards refreshments when working unsociable hours.

Trustee Board meetings usually commence at 11am; however if there is a justifiable reason to do so (for instance, a significant distance to travel or an accessibility need), we will arrange overnight accommodation.

4. Learning and development
Citizens Advice has a co-ordinated board trustee training and development strategy. This will mean that training for your role, relevant to Citizens Advice will be provided along with a full and comprehensive induction programme.
5. **Political impartiality**
An important part of the principle of impartiality is that Citizens Advice staff and volunteers are seen to be upholding the principle of party political impartiality. To avoid possible misunderstanding or possible conflicts of interest, guidelines have been established on staff and volunteers taking part in party political activities. If you currently hold, or are intending to stand for local or national party political office, we will expect you to tell us about this if shortlisted for interview.

6. **Location**
Meetings take place in London but we welcome applications from individuals based across England and Wales.

7. **Employment status**
Not for profit volunteer.

8. **Flexibility**
Quarterly Trustee Board meetings take place at our Aldersgate office in London; however there may be the possibility of attending at least some meetings online. Work in between Board meetings is usually carried out remotely, with telephone meetings and Google hangouts as needed. This means that if you live in a geographically remote area or have particular accessibility requirements, you should still able to participate fully in all of the Board’s work.

9. **Hours of work**
On average, 1-2 days per month (this varies slightly according to the time of year and business need).

**Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux.**
Equality and diversity at Citizens Advice

Citizens Advice recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise that people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. Citizens Advice will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

- **We judge the application, not the person.** This makes sure each person’s response is judged on its merits and not on their background.

- **We offer a guaranteed interview scheme.** If you have a disability and your application meets the minimum criteria for the post, we’ll interview you for it.

- **We’re a Disability Confident employer.** We’re committed to changing attitudes towards disability, and making sure disabled people have the chance to fulfil their aspirations.

- **We’re part of the Equality and Diversity Forum.** This means we’re committed to progress on age, disability, gender, race, religion and belief, sexual orientation and broader equality and human rights issues.

Our commitment to equality runs through everything we do – read our Stand up for Equality Strategy to find out more.

**Dignity at work**
Citizens Advice is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other – all our trustees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles.
Travel and directions

Contact details
Citizens Advice, 3rd floor North, 200 Aldersgate, London EC1A 4HD.
03000 231311.

Public transport
The office is located within zone 1 and within 5 minutes walk of St Paul's, Farringdon, Barbican, Moorgate and City Thameslink underground and mainline rail stations and within 10 minutes walk of Old Street, Liverpool Street, Bank, Blackfriars and Mansion House underground and mainline stations.

The area is well served by many bus routes and by Barclays bike hire stations.

There is step free access from the street to the train at Bank. There is step free access from the street to the platform at Farringdon.

You can use Transport for London's Journey Planner to plan routes to and from the new office (enter 200 Aldersgate Street as the address).

Parking
We have limited car parking which is reserved for disabled staff and visitors only.

There is a 24 hour NCP car park with 670 spaces immediately next door to the office.

Other
The London office is based in a shared building, so all visitors need to sign in at the main reception.

There is a lift from the ground floor and first floor to our office on the third floor.

This document is available in other formats (large print or other file formats) upon request – please let us know if you need it in a different format.

Map

IMPORTANT DATES

Applications close: on Thursday 24 May 2018 at midnight.

Interviews: will be held at our Aldersgate office during office hours on 19 and 20 June 2018.

Trustee board: will agree your appointment at its meeting on 25 July 2018.
Citizens Advice helps people find a way forward

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality and challenge discrimination. We’re here for everyone.