Board Trustee

Role description and information

Thank you for your interest in becoming a trustee of Arun and Chichester Citizens Advice. This pack explains what the role involves, the contribution you could make and what you can expect from us.

In this pack you'll find:

- Welcome from our CEO and Chair
- Our values
- 3 things you should know about us
- Overview of the Citizens Advice Service
- The role, responsibilities and commitments
- Your profile
- What you'll gain from the role
- Induction training and support
- Application process

Want to chat about this role?
If you want to chat about the role further please contact us at recruitment@arunchichestercab.org.uk

Welcome from the Chair and Chief Executive

Welcome to Arun and Chichester Citizens Advice, and thank you for your interest in becoming a trustee.

As a local charity, we are committed to ensuring that everyone in our community can access the information, advice and support they need, through the channels and services that best meet their circumstances. We recognise that people face increasingly complex challenges, and we are committed to ensuring our services remain accessible, responsive and relevant to the communities we serve.

Through our research and campaigns, we also seek to address the underlying causes of the problems people face. By advocating for changes to government policy and industry practices, we aim to make a lasting difference to the lives of people across Arun and Chichester.

Listening to our community is central to everything we do. By working collaboratively with residents, partners, staff and volunteers, we continually seek to understand emerging needs, strengthen our existing services and co-design new programmes that reflect the experiences of the people we support.

As a trustee, you will play an important role in helping us deliver these ambitions. You will contribute to our strategic direction, support strong governance and ensure that we remain a sustainable, effective and forward-looking organisation.

We want our board to better reflect the diversity of the communities we serve. We recognise that people from ethnic minority backgrounds and younger people remain underrepresented in charity governance, and we particularly welcome applications from these groups.

We recognise that improving representation is only part of the picture. We are committed to developing a more inclusive board culture where different perspectives and lived experiences are valued and influence our decisions.

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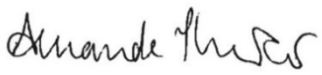
As a board, we want to take practical steps towards this, including broadening our recruitment, strengthening our understanding of equity, diversity and inclusion through training, and developing an organisational EDI strategy and delivery plan.

We hope this pack gives you a clear understanding of our work, our ambitions and the contribution you could make as a trustee. Thank you for considering joining us in helping to shape the future of Arun and Chichester Citizens Advice.



Amanda Medler
Chair of Trustees



Luca Badioli
Chief Executive

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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.

3 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 300 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.

Overview of the Citizens Advice service

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

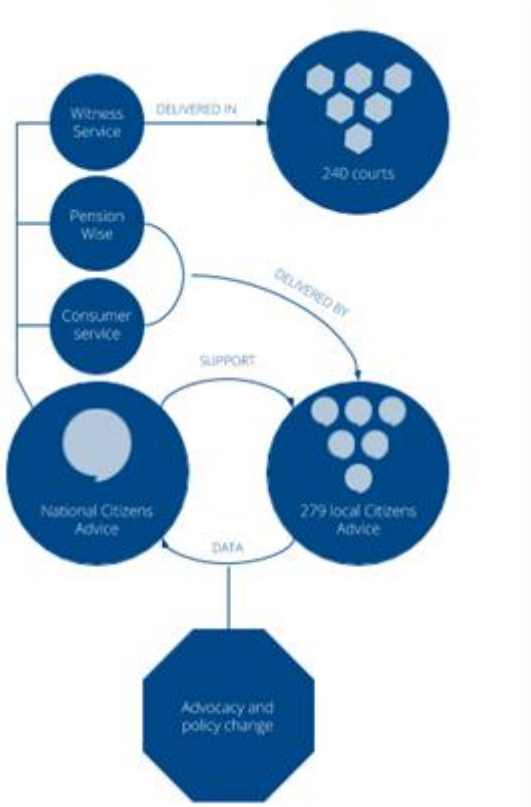
This role sits within our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 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.



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The role

The board's strategic focus is to ensure that Arun and Chichester Citizens Advice is well governed, financially sustainable and responsive to the needs of the local community. The responsibilities below describe how trustees contribute to these aims.

As a trustee, you will share collective responsibility for the governance and strategic direction of Arun and Chichester Citizens Advice. You will help ensure that the charity is well managed, accountable and focused on its purpose and the needs of the local community.

We are particularly interested in people who can bring relevant professional, voluntary or lived experience in one or more of the following areas:

- AI and emerging technology
- Digital communications and social media
- Contract management

We also welcome transferable skills, community knowledge and leadership experience. You don't need to be an expert or have previous board experience to make a valuable contribution.

The role requires independent judgement, constructive challenge and a collaborative approach to decision-making.

Responsibilities

As a trustee, you will:

- Maintain an awareness of how the local Citizens Advice service is operating.
- Read papers for board meetings and attend meetings (usually four per year, an AGM and a strategy day).
- Contribute to board discussions and decisions about policy, strategy, targets and performance.

- Set the budget for and monitor the ongoing financial position of the organisation, ensuring it operates within its means and objectives and that there are clear lines of accountability for day-to-day financial management.
- Ensure that all the finances and supporting financial control systems are in order and, that money is only spent for the purpose given, and that proper financial controls are in place to safeguard the organisation's resources
- Monitor the risk register, ensuring appropriate actions are taken to mitigate identified risks and implement recommendations.
- Ensure safeguarding measures are in place
- Consider community feedback and assess how well the service meets local needs.
- Ensure that the service plans for staff and volunteer recruitment and turnover.
- Review the board's effectiveness and take action where improvements are needed.
- Depending on your interests, skills and experience, there may be opportunities to contribute to specific short- or longer-term projects, such as campaigns, research and organisational development.



Commitments

Trustee board meetings are usually in person in the evenings to accommodate trustees' needs. The expected time commitment is approximately 8 hours per month. There may occasionally be additional opportunities to participate in working groups, training or specific projects, depending on your interests and availability. These are usually online.

We recognise that trustees have other personal and professional commitments and are happy to discuss how the role can work around these.



Your profile

New to trusteeship? You don't need previous board experience to apply. Trustees are responsible for the overall governance, strategic direction and oversight of a charity. You can find out more about the role and responsibilities of a charity trustee in the Charity Commission's Essential Trustee guidance.

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The skills you need to have

- Understand and accept the responsibilities and liabilities of trustees.
- Be non-judgemental and respect views, values and cultures that are different from your own.
- Have good listening, verbal and written communication skills.
- Be able to exercise good independent judgement.
- Have good numeracy skills to understand financial accounts, with support from the Treasurer.
- Be willing to learn about and follow Citizens Advice aims, principles and policies, including confidentiality and data protection.
- Be able to work collaboratively with others and contribute to board discussions and decisions
- Be eligible to serve as a trustee of a charity, including being aged 18 or over at the time of appointment



What you'll gain from the role

- Use your experience to make a positive impact for people in the local area by ensuring the local Citizens Advice is sustainable and meeting the needs of the community
- Meet people and build relationships with trustees, staff and other volunteers
- Build on your financial, governance, leadership and strategy knowledge and skills
- The opportunity to learn and develop new skills
- Increase your employability



Induction, training and support

We want you to feel confident and supported in your role. You don't need previous trustee experience, and we'll provide an induction and ongoing support to help you get the most from the opportunity.

This includes:

- A structured induction to introduce you to Citizens Advice, our services and your responsibilities as a trustee.
- A trustee buddy or mentor to support you during your induction and answer questions.
- Opportunities to meet senior staff and understand the work of the organisation.
- Training and development opportunities, including training for the board as a whole.
- Opportunities to observe client information and advice sessions to gain a better understanding of our frontline services (pending client consent).
- Signposting to additional external training and resources where appropriate.
- Reasonable expenses will be reimbursed.



Application process

We hope that you've found the pack informative and you're now ready to apply for a Trustee position at ACCA. The process is as follows:

- Please contact recruitment@arunchichestercab.org.uk to schedule your attendance at a 1.5 hr ACCA overview session
- Following this you will be invited to complete an application form and provide a cover letter and your CV
- You will then be invited to an interview with the CEO and Chair

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We want to make becoming a trustee as accessible as possible. We recognise that people have different communication preferences and circumstances, so we are happy to receive applications in different formats, including written applications, video submissions or by telephone. We also welcome feedback on our application process.

If you would prefer to discuss your application with us rather than complete a written form, we can arrange a conversation to capture your interest, skills and experience.

We are also happy to discuss adjustments or additional support at any stage of the recruitment process. Please contact us to talk through what would work best for you.

Applications are welcomed on a rolling basis.