



## What will you do?

- complete an introduction for your role
- maintain an awareness of how the local Citizens Advice is operating
- contribute to and read papers for board meetings and attend up to 8 meetings per year
- lead and work on specific projects/themes with other trustees or staff/volunteers within the local Citizens Advice to further the strategic objectives of the local Citizens Advice
- take an active part in discussion/decision-making during board meetings and work with other trustees to:
  - set policy and strategy direction, set targets and evaluate the performance of the local Citizens Advice
  - engage in robust analysis of a range of options for sustainability and growth including shared staff/bidding/delivery/co-location, partnerships and consortia and merger (with local Citizens Advice and other agencies)
  - monitor the strategic and financial position of the local Citizens Advice ensuring that it operates within its means and objectives, ensuring that there are clear guidelines for staff and volunteers
  - ensure that all the finances and supporting financial control systems of the local Citizens Advice are in order including that full financial records are kept for all transactions, that money is only spent for the purpose given, and that proper financial controls are in place to safeguard the organisation's resources
  - seek the views of all sections of the community and monitor how well the service meets the needs of the local community
  - ensure that the service plans for the recruitment and turnover of staff and volunteers including trustees
  - review the Board's own work and how effectively it operates including action for improvement

## What's in it for you?

- make a positive impact for people in your 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 governance, leadership and strategy skills
- increase your employability

And we'll reimburse reasonable expenses too.

## What do you need to have?

You don't need specific qualifications or skills, but you'll need to:

- be eligible to be a trustee
- understand and accept the responsibilities and liabilities as trustees
- be non-judgmental and respect views, values and cultures that are different to your own
- have good listening, verbal and written communication skills
- be able to exercise good independent judgment
- have good numeracy skills to understand accounts with the support of the treasurer
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- be willing to undertake learning and development in your role

## How much time do you need to give?

Trustee boards usually meet in the evenings and you'll likely need to give up to 2/3 hours for this per meeting, as well as preparation time. You are likely to attend other meetings if you're involved in specific projects, in a lead role, or meet with volunteers and staff occasionally during the working day within the local Citizens Advice. We recommend that you have at least 3 days per month that you can give.

## Valuing inclusion

We welcome volunteers from a range of backgrounds.