

## Trustee Pack

Thanks for your interest in becoming a Trustee with Citizens Advice Rushmoor. This pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In the pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Rushmoor
- The role profile
- Next Steps

### Want to chat about this role?

If you want to chat about the role further, you can contact Andrew Levey, our current Trustee Board Chair, by calling **01252 894299** or by emailing [andrew.al@citizensadvicerrushmoor.org.uk](mailto:andrew.al@citizensadvicerrushmoor.org.uk)

## 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 the Citizens Advice Service

**1. We're local and we're national.** Our national offices, based in 6 locations, provide direct support to us in Citizens Advice Rushmoor – we are one of around 250 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.



# How Citizens Advice Rushmoor works

Citizens Advice Rushmoor is a local independent charity, committed to meeting the needs of our diverse community. With over 50 volunteers, and about 37 paid staff, we respond to around 9000 unique clients each year, generating over 29,000 different advice issues.

We deliver our service through as many different channels as we can, to make sure we are accessible to everyone. Our primary contact is by phone, as our service delivery model has changed since the pandemic; as well as offering webchat, email, outreach and in person help at our premises in Farnborough and Aldershot.

We run a lot of different projects, to help meet community needs, ranging in size and focus, and have won national awards for our work, including the “Championing Equality” award, for the Nepali language services we deliver. Our Heathlands service, which specialises in delivering casework for clients with serious mental illness, leads the way for wider Citizens Advice developments in mental health; and we are one of 16 national delivery centres for the highly regarded Pension Wise service.

Our Trustee Board takes overall responsibility for our organisational direction and focus. Click here for our [Annual Review](#) – with plenty of other information about us, our news, our Trustees and our services on [www.citizensadvicerrushmoor.org.uk](http://www.citizensadvicerrushmoor.org.uk). For our formal Annual Report and Accounts see [Trustees Report and Financial Statements](#)

To “meet” our current Trustees see

<https://citizensadvicerrushmoor.org.uk/home/about-us/meet-our-trustees/>

# Overview of the national Citizens Advice Service

The Citizens Advice service is made up of the national Citizens Advice charity, and a network of around 250 local Citizens Advice members.

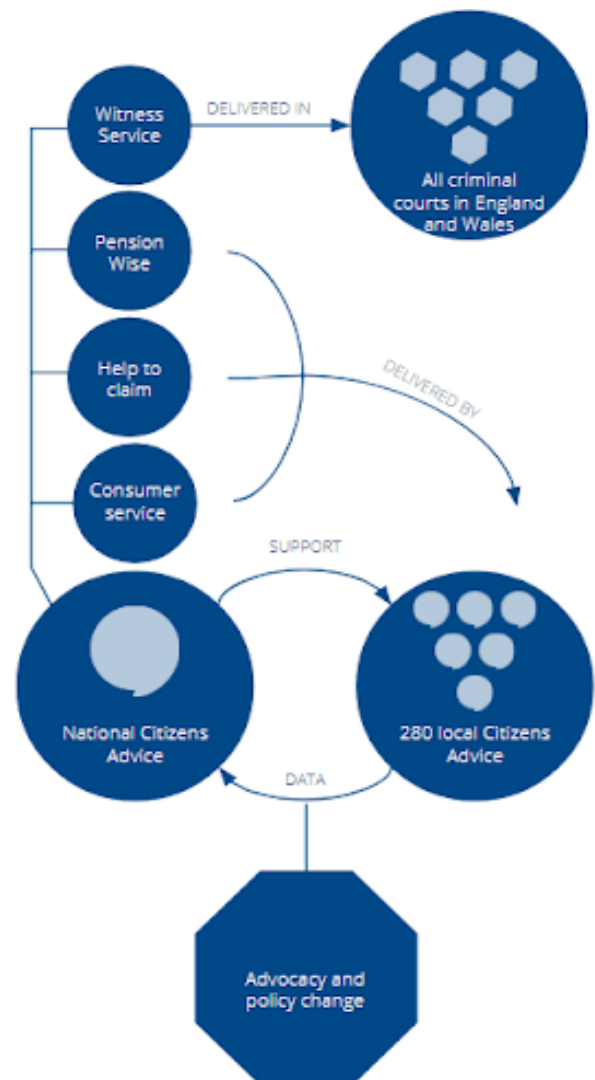
Together, the network of independent charities, delivers services from

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

Nationally this includes

- over 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.





## The role



### What will you do?

- Complete Trustee induction, including mandatory training modules
- Become a director of the charity and company
- Develop and maintain an awareness and oversight of how Citizens Advice Rushmoor operates
- Read papers for and attend 8 Board meetings per year, along with an annual strategy day. Some roles also require attendance to quarterly committee meetings
- Work together with other Trustees or staff to deliver our strategic objectives, business plans and legal and regulatory requirements
- Take an active role during and between Board meetings, working with other Trustees and the operational team, on policy, strategic direction, performance, people and community.



### What's in it for you?

*The role will enable you to:*

- Make a positive impact for people in your local area by ensuring the local Citizens Advice is meeting the needs of the community
- Contribute to the local Citizens Advice's sustainability and future resilience
- Meet people and build relationships with Trustees, staff and other volunteers
- Build on your governance, leadership, and strategy skills
- Increase your employability
- Our Trustee roles are voluntary, although we'll reimburse reasonable expenses



### What do you need to have?

*You'll need to:*

- Understand and accept Trustee responsibilities
- Work collaboratively, with strong communication and relationship

management skills

- 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 and if necessary to make difficult recommendations
- Be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- Be willing to undertake mandatory and discretionary training for your role



## How much time do you need to give?

Trustee Boards usually meet in the evenings, and you'll likely need to give an average of 2-4 hours per week to the role, including monthly meetings. You may need to attend other meetings if you're involved in specific projects, or meet with volunteers and staff within the local Citizens Advice. We can be flexible about the time spent and how often you volunteer so come and talk to us.



## Valuing inclusion

Citizens Advice is a charity that believes in equity and diversity and believe that an inclusive and diverse Trustee Board will help us achieve our aims. We particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian and other Minority Ethnic (BAME) communities.

## Next Steps

If you are interested in becoming a Trustee and would like to discuss flexibility around location, time, 'what you will do' and how we can support you, please contact Andrew Levey, our Trustee Board Chair. You can call for an informal chat, or email – or just send through your CV to include two referees, to move straight to an application - [andrew.al@citizensadvicrushmoor.org.uk](mailto:andrew.al@citizensadvicrushmoor.org.uk)