

Ever thought about being a Trustee?



citizens
advice

Rushmoor

Message from the Chair

Thank you for your interest in becoming a Trustee with Citizens Advice Rushmoor. This is a great opportunity to make a real difference to the community, and to play a leading role in a charity which last year helped 13,000 people with over 40,000 issues.

All our Trustees are volunteers who give up their time willingly to support people with the problems they face, support that has never been more needed.

Our committed team of staff and volunteers offer a range of free, independent, confidential, and impartial advice and their dedication never ceases to amaze me.

Andrew Levey



Want to chat about the role?

If you want to chat about the role please contact me on 01252 986 224 or by emailing me at:

andrew.al@citizensadvicerrushmoor.org.uk

Being a Trustee is hugely rewarding, leading the charity alongside the executive team, setting the strategy for the service, ensuring appropriate governance, overseeing our finances, and developing our people.

As a Board of Trustees, we are committed to diversity and inclusion and are always on the lookout for members from a range of backgrounds, who have a variety of skills and experience to offer.

In this pack you'll find more information about the role and what it means to volunteer as a Trustee at Citizens Advice.

You'll read about:

- Our values
- 3 things you should know
- An overview of Citizens Advice and Citizens Advice Rushmoor
- The role profile
- Next Steps

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 provide direct support to us in Citizens Advice Rushmoor – we are one of around 240 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.

2023-24 Key Statistics



13,137 people helped



Advised on 43,046 issues



45% benefits,
9% housing,
46% other areas of law



59% clients were disabled/long term health



64% clients were female



20% clients were people of colour



£1 million debt written off



£5 million income gains



£34k in energy grants

For more information about joining our team please feel free to contact Calum Stewart, our Chief Officer

Email: calum.cs@citizensadvicerrushmoor.org.uk Tel: 01252 894 287

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 40 paid staff, we respond to around 13,000 unique clients each year, generating over 40,000 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.

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 Citizens Advice Service

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

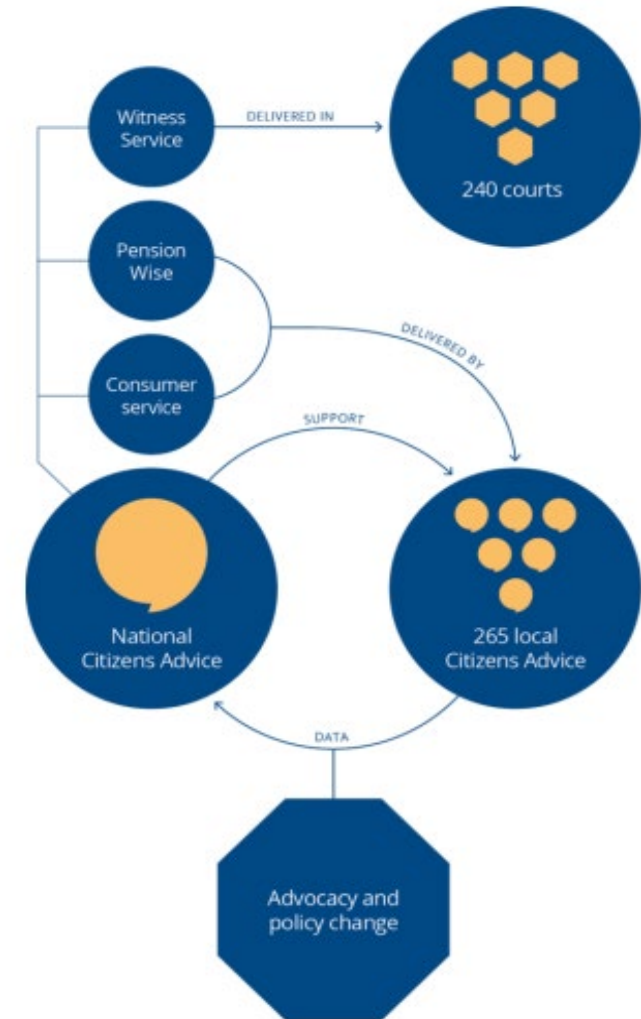
Together, the network of independent charities, delivers services from

- over 600 local Citizens Advice outlets
- over 1,900 community centres, GPs' surgeries and prisons

Nationally this includes

- over 9,800 paid staff
- over 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.



The role

What will you do?

As a Trustee at Citizens Advice Rushmoor, you'll play a pivotal role in our twin aims of providing advice people need for the problem they face, and to improve the policies and practices that affect people's lives:

- **Strategy:** you'll work together with our other Trustees to set our strategic direction and, with our team, to deliver the business plan to ensure we continue to meet the evolving needs of our clients
- **Oversight:** you'll develop and maintain an awareness of how Citizens Advice Rushmoor operates and set performance targets to monitor the service we deliver to our clients and our financial position
- **Governance:** you'll become a Trustee and director of Citizens Advice Rushmoor and attend and actively participate in our quarterly board meetings and committee meetings and annual strategy day. You'll need to read supporting papers in advance of meetings
- **Compliance:** you'll work with our other Trustees and team to ensure that we meet our legal and regulatory requirements
- **Advocacy:** you'll act as an advocate for our clients and support our core missions of advice and advocacy

What's in it for you?

Becoming a Trustee at Citizens Advice Rushmoor offers a fulfilling and rewarding experience:

- **Positive impact:** your dedication, skills and experience will make a positive impact for people in your local area by ensuring that Citizens Advice Rushmoor is sustainable, and our service meets the needs of our clients and local community
- **Personal contribution:** you'll have the opportunity to use your skills and experience in a variety of ways, ranging from contributing to Citizens Advice Rushmoor's strategy to working with our team on specific projects or policies
- **Develop skills:** you'll gain experience to develop your governance, leadership and strategic skills
- **Build relationships:** you'll meet new people and build relationships with our Trustees, staff and volunteers

Our Trustee roles are voluntary. We'll reimburse reasonable out of pocket expenses

What do you need to have?

You don't need any specific qualifications or skills; we are looking for individuals from different backgrounds and a broad range of experience:

- **Trustee responsibilities:** you'll need to understand and accept the responsibilities that come with being a Trustee
- **Leadership:** you'll have the ability to think strategically and exercise good independent judgement
- **Inclusive:** you'll come with an open mind and be non-judgmental, respecting views, values and cultures that are different to your own
- **Collaborative:** you'll work with our Trustees, staff and volunteers to support Citizens Advice Rushmoor deliver its service to our clients and community
- **Communication:** you'll have good listening, spoken and written communication skills
- **Learning:** you'll be willing to learn about Citizens Advice Rushmoor's mission, services and clients. You'll also need to complete mandatory training modules, including Trustee induction, and continuous learning appropriate to your role

How much time do you need to give?

You'll need to give an average of between 2 and 4 hours per week to the role of Trustee. Trustee board and committee meetings are usually held in the evenings. You may need to attend other meetings if you're involved in specific projects or meet with our staff or volunteers. 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 we believe that an inclusive and diverse Trustee Board will help us achieve our aims. We particularly welcome applications from people we would like to see better represented in our organisation and sector - people of colour, LGBTQ+ people and disabled people.

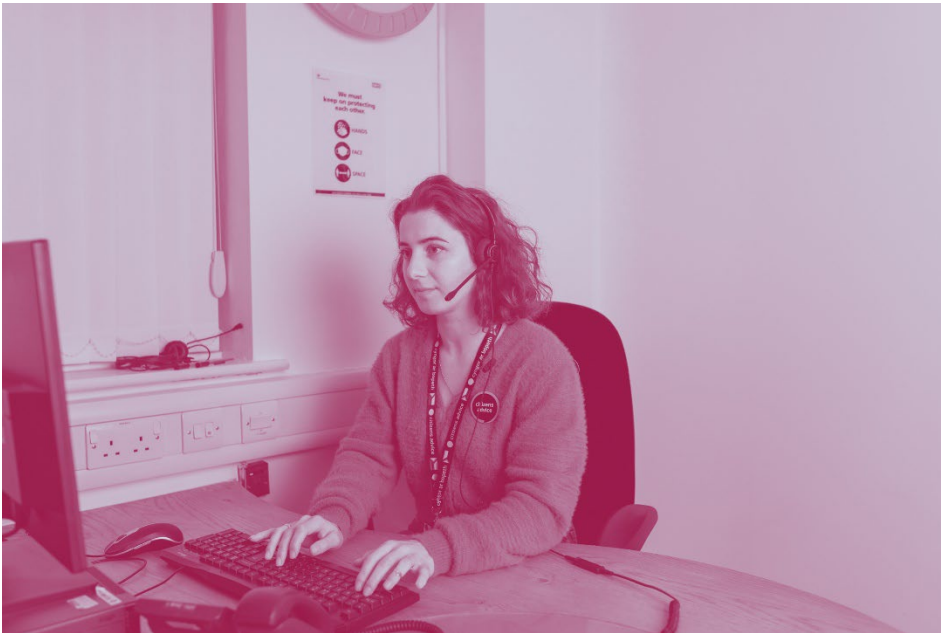
Next Steps

If you are interested in joining as a Trustee and would like to discuss flexibility around location, time, 'what you will do' and how we can support you, please contact our Chair, Andrew Levey, to arrange an informal chat on 01252 986 224 or by email: andrew.al@citizensadvicerrushmoor.org.uk

How to get involved:

If you'd like to take the next step, please send your cv to andrew.al@citizensadvicrushmoor.org.uk and we'll invite you for an informal interview to discuss the role. This is nothing to worry about, it's a chance for you to find out more about the role, and Citizens Advice Rushmoor and decide if you'd like to volunteer with us.

It's also a chance for us to find out more about you and to see if the role you're interested in is a good fit for you.



Entitlement to work or volunteer

If you are from outside the UK, it's important you check you are permitted to volunteer as a Trustee or carry out 'unpaid work' in addition to your main reason for entering the country, to avoid jeopardising your visa status. If you cannot find the answer clearly on your immigration documentation, contact the UK Border Agency (www.gov.uk/contact-ukvi-inside-outside-uk

Ex-offenders

Citizens Advice has an ex-offender's policy to ensure that ex-offenders are treated fairly.

Having a criminal record is **not** in itself a barrier, and we will only take relevant convictions or sexual offences into account. We consider each offence individually, looking at issues like risk to staff and clients, how long ago it took place, the circumstances and whether they are relevant to the volunteer role.

Anyone with a caution or conviction for a sexual offence against a child or vulnerable adult is considered unsuitable to volunteer.

Basic DBS Check Requirement

All Trustee roles require a basic DBS (Disclosure and Barring Service) check. This is a standard check to confirm that there are no unspent convictions that would make you unsuitable for the role.

The check will involve sharing your basic personal information, which will be used to verify if you have any unspent convictions.

We will guide you through the process and cover the cost of the check. If you're concerned or would like to discuss your individual circumstances further, please contact us.

Citizens Advice Rushmoor is an operating name of Rushmoor Citizens Advice Bureaux and includes Aldershot, Farnborough & Heathlands, and is a Registered Charity no 1090669; Company Limited by Guarantee no 4354628. Authorised and regulated by the Financial Conduct Authority FRN: 617719. Registered office, Civic Offices, Farnborough Road, Farnborough, GU14 7JU.