



Trustee Recruitment Pack

Closing Date: 20 September 2017 at 12 noon

Interview Date: Evening of 28 September 2017

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Introduction

Chief Executive, Janice Nichols.

Thank you for your interest in and taking the time to apply to be considered to be a Trustee at Citizens Advice Birmingham (CAB). We do appreciate the time and effort it takes to compile a good application and thank you in advance for that. But, we thought it might be useful to provide some general background on the work of CAB. You can of course find out more from our website.

Citizens Advice Birmingham is one of the biggest local Citizens Advice in the UK, we help thousands of clients a year with the aim of helping make a real difference to the lives of people in Birmingham.

Citizens Advice Birmingham is a community charity and has provided an unbroken advice service in the city since 1939. The vast majority of that advice being delivered by volunteers. Whilst we are justly proud of our history Birmingham, like every major city, is rapidly changing and we need to be prepared for the future. To meet the challenges we have to be responsive and innovative in the way in which we deliver our service. This in turn, means employees have to be open to working in new ways, enthusiastic about our service and flexible in their approach.

A Trustee role at Citizens Advice Birmingham will bring you into contact with all types of people, from different backgrounds and experiences. Those who work, either as paid employees or volunteers are representative of Birmingham's communities, diverse but sharing the same Citizens Advice values and ethos. This is the richness of our service – a service that is built entirely out of ordinary people helping ordinary people, every day, every week, every year - and if successful you would be warmly welcomed within it.

Janice Nichols



Chief Executive

Citizens Advice Birmingham

Our Values

As an organisation we are very clear about what is expected of us at work and what others can expect from us in terms of how the service is delivered.

Respectful

We aim to treat everyone with whom we come into contact with, with respect and to be treated respectfully in return.

Professional

We are committed to providing a professional advice service, to be individually and collectively responsible for the quality of that service and wherever possible, to work to improve it.

Empathetic

We aim to treat everyone in a non-judgmental way, and to acknowledge diversity. To seek to understand and try wherever possible to develop people-appropriate solutions, to maximise the chances for success for the client. We seek to empower people, to enable them to see their issue/s more clearly and suggest a range of options that they might consider.

Thoughtful

We aim to always think about what we do, not adhere to process simply for its own sake. To commit to thinking about and embracing new ways of service delivery. We want to always consider the impact of what we do and what we suggest.

Flexible

We understand that the need to innovate and to be responsive to change is critical to our success. We understand and recognise that change is sometimes challenging and it can be personally difficult. However as a charity we are always striving to achieve a great deal with a lot less resource than we would like. We can only do that if people are prepared to be personally responsible and as flexible as they can be.

How to apply

Please send a **current CV** and **completed application** form to hr@bcabs.org.uk

The closing date is **Wednesday 20 September 2017 at 12 noon** (midday)

The interviews will be held on the **evening of 28 September 2017**.

I am really happy and grateful to you for your help. Now I know where I need to start from to sort out my financial problems

Fantastic advice and help. Kind and patient staff, supportive and understanding.

Trustees wanted: your knowledge and vision could help build the success of Birmingham's leading advice provider

Citizens Advice Birmingham is a local charity dedicated to serving the people of Birmingham by providing them with advice and information on a wide range of subjects. We are looking to recruit three people to join our trustee board.

In the last year we helped over 20,000 people with issues from debt to benefits advice, avoiding homelessness to coping with the additional costs when diagnosed with cancer. We provide advice and support to people when they don't know where else to turn.

We are currently looking forward to the future and developing our services to meet the challenges the people of Birmingham will face over the next few years. Your ideas, skills and enthusiasm could make all the difference to how we achieve this.

We are seeking people with strategic vision, independent judgement and a willingness to give time and commitment to being a trustee. We are particularly interested in hearing from people with knowledge and experience in:

- Marketing and communications
- Property and/or IT infrastructure
- Business, particularly social or ethical business

This is a voluntary post. All reasonable expenses are reimbursed.

We particularly value the diversity of our board of trustees. We welcome applications from across Birmingham's many communities.

"Citizens Advice Birmingham provides an essential service, helping people tackle the many, and increasing, challenges they face. Being a trustee allows me to contribute to the work of CAB, and to use my skills and experience to help make Birmingham a fairer place to live. My role as a trustee is challenging and rewarding, helping to build the future for CAB while working with the CAB officers and other trustees, all of who have different experiences and expertise." Paul Southon, CAB Trustee.

For more information or an informal discussion on the role of trustees please email: Linden Thomas at HR@bcabs.org.uk or download a recruitment pack from <http://www.bcabs.org.uk/page/view/voluntary-opportunities>

Closing date: 20th September 2017

Trustee Role Description

The role of a Trustee is determined largely by the requirements of charity and company law. National Citizens Advice, of which Citizens Advice Birmingham is a member, recommends additional elements as part of best practice. This Role Description is a composite of the essential elements of both.

In order to carry out these duties and responsibilities, a Trustee needs to understand what the service aims to do and why and be able to offer sufficient time, knowledge, experience and other qualities.

Purpose

The main purpose is to maintain and develop Citizens Advice Birmingham in order to meet the needs of the citizens of the City of Birmingham.

Responsible to:

The Trustee Board is responsible to the Charity Commission, to its funders and donors and to the citizens of the City of Birmingham.

Main Duties and Responsibilities

The Trustee Board have a responsibility, collectively and individually, to contribute to the discharging of the Board's duties. As an individual Trustee, you can do that by:

- ensuring that the organisation complies with its governing document (constitution), charity law, company law and any other relevant legislation
- ensuring that the organisation pursues its objects as defined in its governing document
- ensuring that the organisation applies its resources exclusively in pursuance of its objects
- contributing actively to the Board of Trustees' role in giving firm strategic direction to the organisation, setting overall policy, defining goals and setting targets and evaluating performance against agreed targets
- ensuring that the organisation as employer acts in accordance with current employment legislation, regulation and best practice
- ensuring that the organisation has a full complement of relevant policies and that these are updated and implemented throughout the organisation
- safeguarding the good name and values of the organisation
- ensuring the effective and efficient administration of the organisation
- ensuring the financial viability of the organisation
- protecting and managing the property of the charity and ensuring the proper investment of its funds
- appointing the chief executive officer and to monitor their performance
- maintaining confidentiality about sensitive issues and confidential information received in the course of duties as a trustee

Personal Qualities

The qualities of trustees around the Board will vary. The best Board is one that attracts people with a wide variety of backgrounds and qualities. This list is therefore only an indication of the basic qualities you will need to best serve as a Trustee.

- A willingness to acquire a detailed knowledge and understanding of the needs of the community and of the resources available to provide them
- A commitment to the aims, principles and policies of the Citizens Advice
- A commitment and availability to attend Trustee Board meetings regularly and to participate in sub-committees as necessary – approximately 4 hours per month. We also have the occasional Saturday meeting (2 – 3 times per year) but this is optional in terms of attendance
- A willingness to act in the best interests of the Citizens Advice
- An ability to understand the duties and responsibilities of Board members and employers
- A willingness to participate in the national democratic process
- A sufficient level of literacy and numeracy to deal with Board papers, financial reports and accounts
- A willingness and ability to learn, to examine and develop your own attitudes and to challenge when appropriate
- Effective communication skills

Officers of the Board

In addition to these general duties and responsibilities listed above, some Trustees will also be Officers of the Board and will have additional responsibilities. These are the Chair, the Vice-Chair, and the Treasurer.

CODE OF CONDUCT FOR TRUSTEES

This Code incorporates the Nolan principles of standards in public life. It aims to ensure that all trustees observe the highest standards of propriety and act in the best interests of Citizens Advice at all times.

EQUALITY AND DIVERSITY

Trustees' behaviour and attitudes are consistent with the values of Citizens Advice and the agreed equality and diversity strategy.

RESPECT

Trustees must treat each other, members of staff and others they come into contact with when working in their role with respect and courtesy at all times.

COMMITMENT

Trustees must devote sufficient time preparing for and attending meetings to ensure they add value to the board's work.

NO PERSONAL BENEFIT

Trustees must not benefit from their position beyond what is allowed by the law and what is in the interests of Citizens Advice Birmingham. Trustees should take decisions solely in terms of the bureau's best interest. They should not do so in order to gain financial or other material benefits for themselves, their family, or their friends

CONFLICTS OF INTEREST

Trustees should identify and promptly declare any actual, potential or perceived conflicts affecting them. They must absent themselves from any discussion where there is any such conflict.

PROBITY

Trustees must comply with any rules agreed by the board including those relating to the acceptance of gifts and hospitality and the avoidance of activities which might compromise Citizens Advice's political neutrality.

OPENNESS AND ACCOUNTABILITY

Trustees must be open, responsive and accountable to each other, members of staff and other stakeholders about their decisions, actions and work, including their use of Citizens Advice's resources.

Trustees must disclose anything in their past which could bring Citizens Advice into disrepute e.g. removal from any previous governance role or membership of organisations which may conflict with the aims, principles and values of the CAB service.

CONFIDENTIALITY

Trustees must respect the status of confidential issues they read and discuss. They are bound to maintain the status of this material and any discussions.

INTEGRITY

Trustees are required to use their knowledge, expertise and experience to take the best decisions they can in the interests of the charity. They are equally responsible for all decisions of the board. Trustees must also promote and support the principles of good governance by leadership and example and should act in an individual capacity and not as a representative of any other group or organisation.