

Registered Charity No. 518639 Company No. 2202427

**Trustee/Treasurer Recruitment Pack**

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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 and Honorary Treasurer 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. A significant proportion 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 must 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. Never has this been more true than the circumstances we are facing post Covid 19 and the cost of living crisis impacting on so many households in 2023!

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

**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 respect and to be treated respectfully in return.

**Professional**

We are committed to providing a professional advice service, to being individually and collectively responsible for the quality of that service and wherever possible, to working 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 **a covering letter** explaining why you are interested in joining the board of Citizens Advice Birmingham to hr@bcabs.org.uk

If you have any questions or want to know more about this role please contact Janice Nichols, CEO, j.nichols@bcabs.org.uk

**Honorary Treasurer Role Description**


 **What will you do?**

* complete an introduction for your role
* maintain an awareness of how Citizens Advice Birmingham is operating
* read papers for board meetings and attend five meetings per year in addition to leading on any Finance & General Purposes Committee meetings to discuss finances in more detail
* explain, guide and advise the board on the key assumptions and financial implications of Citizens Advice Birmingham ‘s budgets, operational and strategic plans
* ensure that Citizens Advice Birmingham has an appropriate reserves policy and a realistic budget that meets the services’ needs
* Supporting any paid finance officer to explain, guide and advise Citizens Advice Birmingham on the approval of budgets, accounts and financial statements with the organisation’s framework
* present accounts at the Annual General Meeting (AGM) in an accessible way for volunteers and staff
* ensure that annual accounts are prepared in compliance with SORP (Statement of Recommended Practice) Accounting for Charities and submitted by the deadline to the Charity Commission and/or Registrar of Companies, and make arrangements for them to be audited
* keep the board informed about its financial duties and responsibilities
* monitor the Citizens Advice Birmingham’s income and expenditure position and, in conjunction with any paid finance officer, present accessible reports at least quarterly to ensure board members understand the accounts and implications
* understand the accounting procedures and key internal controls to be able to assure the board that the charity's financial integrity is sound
* work with Citizens Advice Birmingham staff, such as the Chief Officer or Finance Manager to give information and advice on financial matters
* work together with other trustees or staff within Citizens Advice Birmingham to further the strategic objectives of the organisation, including developing a fundraising strategy
* take an active discussion during board meetings and work with other trustees to:
* set policy and strategy direction, set targets and evaluate the performance of Citizens Advice Birmingham
* 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
* ensure that all the finances and supporting financial control systems of Citizens Advice Birmingham 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
* monitor the financial position of Citizens Advice Birmingham ensuring that it operates within its means and objectives, ensuring that there are clear lines of accountability for day to day financial management
* review its 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 Citizens Advice Birmingham 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 expenses too.


 **What do you need to have?**

You’ll need to:

* understand and accept the responsibilities and liabilities as trustees
* have financial qualifications or experience
* have some knowledge or experience of charity finances, fundraising, financial consequences and pension schemes
* 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
* have excellent good numeracy skills to understand accounts
* be able to explain complex financial information in an accessible way
* be willing to learn about and follow Citizens Advice Birmingham’s aims, principles and policies, including confidentiality and data protection
* be willing to undertake training 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 approximately five hours per month. You may need to attend other meetings if you’re involved in specific projects or meet with volunteers and staff occasionally within Citizens Advice Birmingham.



 **Valuing inclusion**

Our volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

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 us.



 **Contact details** for more information please email:

Janice Nichols, Chief Executive Officer -J.nichols@bcabs.org.uk

#### **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 Birmingham at all times.

#### Equality and diversity

Trustees’ behaviour and attitudes are consistent with the values of Citizens Advice Birmingham 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 Citizens Advice Birmingham 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 Birmingham’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 Birmingham’s resources.

Trustees must disclose anything in their past which could bring Citizens Advice Birmingham 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 Citizens Advice Birmingham 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.