

**Are you looking to volunteer?  
Would you like to get some experience of being a Trustee?**

**Citizens Advice Eastbourne is looking to recruit a trainee Trustee**

Citizens Advice Eastbourne is looking to recruit a trainee Trustee who will bring a different kind of experience to our Board. We are working to develop a more diverse and inclusive Board of Trustees. We would encourage people from a broad range of different backgrounds to apply. We are particularly interested in recruiting someone who would not normally apply for this kind of role - perhaps because they think they don't have the right kind of experience or are not the right kind of person to be a Trustee. You might, for example, be a young adult, long-term unemployed, disabled, or from a minority background.

It is important that we do our best to represent Eastbourne's communities as well as we can. We have decided to create this new role to bring someone with different life experiences onto the Board, but we are aware that some people with the kind of background we would value might not feel they have the experience or skills to be a trustee.

For this role, you do **not** need to have any previous experience of being a committee or Board member, or of managing a team or organisation. You do not need to have had any previous involvement with Citizens Advice.

**You will need:**

- an interest in volunteering
- some understanding of what Citizens Advice does
- plenty of enthusiasm for learning and helping us with the work we do
- an ability to get on with others and work collaboratively
- a commitment to equal opportunity and inclusion
- good reading, writing and communication skills.

We are looking for someone who shares our values and is keen to take on a voluntary role helping us to develop Citizens Advice in Eastbourne. You will need to devote the necessary time, a willingness to contribute, an ability to think creatively and a desire to learn.

The Board of Trustees is responsible for directing our strategy and policy and ensuring we manage Citizens Advice effectively and within the law.

You will be asked to attend five board meetings per year, an annual away day and either to join a sub-committee or otherwise become actively involved in at least one area of the charity. In addition, you will need to spend time preparing for these meetings and undertaking any follow up work. As a guide, we anticipate you will be expected to contribute 1-2 days per month, although this will fluctuate through the year.

**In return, we are offering**

- training and support to enable you to develop your skills and become confident in your role over time

- a unique opportunity to support and develop an organisation which plays an important and well-respected role in the civil society of this town, and is a true lifeline for many local people
- travel expenses.

There will be an initial probationary period, and you will be appointed a full Trustee when both you and the current Board feel confident that you are able to take on the formal role.

### **To apply**

If you are interested in becoming a trainee Trustee with Citizens Advice Eastbourne, please email our Chief Officer, Alan Bruzon, at [manager@eastbournecab.cabnet.org.uk](mailto:manager@eastbournecab.cabnet.org.uk) with

- your CV,
- some information about your background (e.g. if you have been involved in any community groups or activities or have any personal experience of using advice services),
- any work you have done (paid or unpaid) and
- a short paragraph saying what interests you about this role.

### **Deadline for applications: 5pm on 30th November 2021**

Please include your contact details including email address and phone number and we will contact you to let you know whether or not you have been invited to interview.

You should also look at our website to get an understanding of the work we do - please visit the website at <http://www.eastbournecab.co.uk/>.

## **About Citizens Advice Eastbourne**

We provide free, confidential and impartial advice and we campaign on big issues affecting people's lives. Our goal is to help everyone find a way forward, whatever problem they face.

We are part of the Citizens Advice network across England and Wales. However, we are an individual, local charity responsible for our own governance and our own fundraising.

People come to us with all sorts of issues. You may have money, benefits, housing or employment problems; or your problem may be something else entirely. You may be facing a crisis or just considering your options. Whatever your issue, we will explain your rights and we will give you the information you need to understand your options and make informed choices. Wherever we can, we will support you in finding a way forward.

We value diversity, promote equality, and challenge discrimination wherever we see it.

Our service is delivered by a small, highly committed team of paid staff who supervise over 50 volunteers; it is these volunteers who form the backbone of our service. All our volunteer advisors are trained to national Citizens Advice quality standards.

Our client work gives us a substantial evidence base from which we monitor emerging trends and themes. Where we identify these, we use our strong reputation and standing with local policymakers to get changes made that will improve people's lives. For example, in the past year we have agreed a minimum standard of temporary accommodation with Eastbourne Borough Council and have released a well-received report on Homelessness in Eastbourne.

## Roles and responsibilities of our trustees

Each individual member of the trustee board has a responsibility to contribute to the discharging of the board's duties. They can do this by:

- maintaining an awareness of the business of the local Citizens Advice
- taking responsibility for their own learning and development
- regularly attending, preparing for and taking a full part in meetings
- actively contributing to setting policy and strategic direction, defining goals, setting targets and evaluating performance
- monitoring whether the service complies with its governing document, whether it meets Citizens Advice standards and how well the advice needs of the local community are being met
- monitoring the financial position and ensuring that the local Citizens Advice operates within its means and objects, and that there are clear lines of accountability for day-to-day financial management
- supporting the development of the local Citizens Advice through participation in agreed projects
- actively seeking to further the strategic objectives of the local Citizens Advice, and acting in its best interests at all times
- maintaining confidentiality about any sensitive or confidential information received in the course of duties as a trustee.

In addition to these, the general duties of trustees are to:

- ensure the organisation applies its resources exclusively in pursuance of its objectives. The organisation must not spend money on activities which are not included in its own objectives, no matter how worthwhile or charitable those activities are
- safeguard the good name and values of the organisation when representing the organisation at functions and meetings
- declare any conflict of interest while carrying out the duties of a trustee
- be collectively responsible for the actions of the organisation and other trustees
- ensure the effective and efficient administration of the organisation
- abide by the Equal Opportunities and Diversity Policy
- ensure the financial stability of the organisation
- protect and manage the property of the organisation and ensure the proper investment of the organisation's funds
- make sure the organisation is properly insured against all reasonable liabilities
- appoint and support the Chief Executive and monitor their performance

As well as the above statutory duties of all trustees, each trustee should use any specific knowledge or experience they have to help the trustees reach sound decisions. This will involve scrutinising trustee papers, leading discussions, focusing on key issues, and providing advice and guidance requested by trustees on new initiatives and other issues.

## Trustee person specification

Each individual member of the trustee board brings their own unique skills and qualities to the board. They add to the collective knowledge and experience by providing:

- integrity
- commitment and availability to attend trustee board meetings
- effective communication skills and willingness to participate actively in discussion
- willingness to devote the necessary time and effort to their duties as a trustee
- willingness to gain knowledge of local needs and resources
- commitment to the aims, principles and policies of the Citizens Advice service, including those relating to equality, inclusivity and diversity, independence, and research and campaigns
- willingness and ability to act in the best interests of the local Citizens Advice
- ability to understand, and acceptance of, their responsibilities and obligations as trustees and employers
- willingness to participate in democratic process which develops Citizens Advice policies by area and nationally
- numeracy to the extent required to understand accounts with the support of a treasurer
- willingness and ability to learn, and to develop and examine their own attitudes
- ability to think creatively and strategically, and exercise good, independent judgement
- ability to work effectively as a member of a team.