

**Chair of Trustees**

Job pack

Thank you for considering this role.

As the Chair of Citizens Advice Epsom & Ewell for the last 5 years I can say unequivocally that this is a well-run charity, and well respected in the local community. We are firmly focused on the impact we make on the lives of people who live, work or study in the borough. We have a highly functioning board and management team, which means the incoming chair can be confident they will be well supported as they settle into the role.

The wider Citizens Advice service provides an extra layer of support and resource, as well as access to a huge network of dedicated people up and down the country. The role of Chair provides a unique opportunity to play a critical part in leading our charity in the next stage of its development.

We are looking forward to welcoming a new Chair to our Board. The successful applicant will be joining a highly committed team who are proud of the difference our service makes to the lives of our clients. If you share our aims and values, and you have the right skills and experience to be our new Chair of trustees, we'd love to hear from you.

Peter Edwards

Chair of Trustee Board

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| **Want to chat about this role?**  If you want to chat about the role further, you can contact the current Chair, Peter Edwards by emailing [chair@caee.org.uk](mailto:chair@caee.org.uk) or calling 07961 285873 |

**About Us**

Citizens Advice Epsom & Ewell is a local charity that helps people to solve their problems and find ways forward. It is run by volunteers, supported by a small team of paid staff.

**Our Vision**

To create an environment in which everyone living, working or studying in the Borough is easily able to get the advice they need for the problems they face.

**Our Mission**

To provide free, confidential, and impartial advice on issues affecting people’s day to day lives; and

To effect changes to government policy and practices at both local and national level, which materially improve the lives of our clients.

**Our Strategic Objectives**

To provide an accessible, expert advice and information service - by utilising telephone, digital and outreach channels, and working in partnership with others, to complement the face-to-face services provided from our Epsom office, which benefits as many clients as possible and responds to changing patterns of demand.

To improve the policies and practices which affect people’s lives - by developing and contributing to research and campaigning activities which lead to material improvements in public and private sector policies and practices.

To ensure the long-term sustainability and effectiveness of CAEE services - by focusing on good governance, robust financial management and secure funding, developing skilled and motivated staff and demonstrating our positive impact on the wider community.

**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.

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**More About Citizens Advice Epsom & Ewell**

Location: The Old Town Hall, The Parade, Epsom, Surrey, KT18 5AG

Service Delivery: We deliver our service through as many different channels as we can, to make sure we are accessible to everyone. This includes face to face, phone, video conferencing, email and webchat. We are operating a hybrid system of remote working and in-office, for the foreseeable future.

Specialist services: Mid and East Surrey Mental Health Outreach service for clients with mental health issues across mid and east Surrey.

Specialist Debt for local people with critical debt issues

Legal Aid Housing Solicitor

Tribunals & Appeals

Specialist access: Textphone for deaf clients, Wheelchair access,   
Disabled toilet, Phone translation service

Number of new enquiries: Approximately 3,000 per annum

Number of client contacts: Approximately 11,000 per annum

Main types of enquiries: Benefits, debt, housing and employment

Number of volunteers: 55 advisers and assessors (incl trainees)

13 paid staff

6 members of the Trustee Board

Area served: Borough of Epsom and Ewell

Population: 75,100 (taken from the 2011 census)

While Epsom & Ewell as a whole is relatively well-off, this masks two wards with the highest deprivation indices. Epsom & Ewell has the highest percentage of ethnic minority groups among all the districts in Surrey.

**Our Governance & Management**

We are governed by a Trustee Board. Our trustees are all volunteers from the local community who have gained considerable skills, knowledge and experience in their working lives. The Board works with the Chief Executive and other staff to guide, govern, shape strategy, and give direction.

Applicants for the position of trustee are interviewed by a panel of trustees. Those selected are proposed for appointment either by resolution of the Board or by election at a General Meeting. The Chair, Vice Chair and Treasurer are elected annually at the next Board meeting following the date of the Annual General Meeting. As part of their induction, new trustees are encouraged to sit in on client interviews, having signed a confidentiality agreement, to help develop their understanding of the work of the bureau, and to attend the short induction course organised by the National Association.

**Responsibilities of Trustees**

Trustees have the skills, knowledge and experience to help guide and govern our service, shape strategy and give direction to the organisation. This includes making sure that the charity is:

* Doing what it was set-up to do, such as offering high quality advice services to the local community.
* Complying with the law, including upkeep of premises, insurance, recruitment and equipment.
* Securing money to meet current and new demands, and ensuring that all funds are used responsibly.
* Recognised and valued by local organisations, funders and people, who are aware of the vital service Citizens Advice Epsom & Ewell provides locally.

Citizens Advice Epsom & Ewell (which dates back to 1939) is a registered charity and a company limited by guarantee incorporated on 27 September 2000. The maximum liability of each member is limited to £1. We are governed by our Memorandum and Articles of Association as amended on 13 January 2011. We are authorised and regulated by the Financial Conduct Authority.

By invitation, Epsom and Ewell Borough Council appoints two councillors as its representatives to attend meetings of the Board as non-voting observers. Our President is the Mayor of Epsom & Ewell.

The Chief Executive is responsible for delivering our strategic objectives and for the day-to-day management of the organisation, its paid staff and volunteers.

The Board usually meets quarterly and has two committees with responsibilities respectively for Finance and Human Resources. Each of them has written terms of reference that are reviewed periodically. In addition, there are also groups that meet as and when required such as Equality & Diversity and Research & Campaigns. Several of our trustees have responsibility for specific areas of the Board’s work eg. Finance, Governance, Human Resources.

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| **Overview of Citizens Advice**   |  |  | | --- | --- | | The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 280 local Citizens Advice members.  We are part of a network of independent charities, delivering services from   * over 600 local Citizens Advice outlets * over 1,800 community centres, GPs’ surgeries and prisons   They do this with:   * 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. | https://lh5.googleusercontent.com/r8suuMK2Y1jlNYRk0lSUl754bSwmNYAJobX-F9ffjexbCyPchw5197ffUyCrom3-bxGgy_E0fqO2Re9Dxk0UtXRs940bi9gIIzX24uYthNRbwQm6lKqY9AnpSF_d5Fn9vqek1OG2 | |
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  **The role**

We welcome people of all ages, backgrounds and experience who are passionate about helping local people in need. We value fresh ideas, alternative perspectives and different life experience. We are looking for candidates with an inclusive leadership style who respect other people’s views and are comfortable with challenge and debate. You do not need to have been a chair before but first-hand experience of a trustee or non-executive role is highly desirable.

To be successful in this role, as well as having an inclusive leadership style, you’ll be:

* able to think clearly and creatively
* able to facilitate and lead a range of different meetings
* equally able to work effectively as part of a team
* effective at building relationships at all levels, including with staff, volunteers, funders and key stakeholders
* committed to the aims, policies and principles of Citizens Advice

Above of all, you’ll have the time, energy and motivation to respond to future challenges.

Your leadership and commitment can help us to change things for the better in our local community. This is an exciting opportunity for you to make a real difference to our charity in challenging times. You will enjoy the satisfaction of:

* making a positive impact for people in the local area by ensuring that Citizens Advice Epsom & Ewell is financially sustainable and meeting the needs of the local community.
* working for a worthwhile cause.
* meeting people and building relationships with trustees, staff and other volunteers.
* building on your governance, leadership and strategy skills.
* increasing your employability.

We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from people with disabilities and people from Black, Asian and Minority Ethnic groups, as they are currently under-represented in our workforce.

**Role profile**



**What will you do?**

1. Plan trustee board meetings together with the vice-chair, company secretary and chief executive
2. Facilitate and lead board meetings, ensuring that the business is clearly understood and that all members feel able to take part and express their views
3. Ensure that decisions and actions taken at board meetings comply with the Citizens Advice membership agreement, governing documents and policies, and are properly recorded and implemented
4. Acting with other trustees, recruit a trustee board with a diverse range of skills, experience and knowledge and promote the trustee role to under-represented groups within the local community
5. Ensure that trustees receive an induction and the ongoing training and support required for them to fulfil their role
6. Arrange or provide support and supervision for the chief executive including an annual appraisal
7. Together with the treasurer, ensure proper management and control of the charity’s finances
8. Together with the chief executive, represent Citizens Advice Epsom & Ewell in its relationships with funders, potential funders and partners in the local community

You will also work together with all trustees and ensure that the board

is able to:

* guide and govern the service, shape strategy and set targets - and evaluate the performance of the organisation
* monitor the financial position of the charity ensuring that it operates within its means and objectives, and that there are clear lines of accountability for day-to-day financial management
* 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
* review its performance and how effectively it operates including action for improvement

**Person specification**



**Essential**

1. An inclusive leadership style
2. Ability to facilitate and lead a range of different meetings
3. Equally able to work effectively as part of a team
4. Independent judgement
5. Non-judgemental and able to respect views, values and cultures that are different to your own
6. Able to think clearly and creatively
7. Inter-personal skills
8. Listening, verbal and written communication skills
9. Effective at building relationships at all levels, including with staff, volunteers, funders and key stakeholders
10. Committed to the aims, principles and policies of Citizens Advice

**Desirable**

* First-hand experience of a trustee or non-executive role is highly desirable.
* Sound working knowledge of the responsibilities and liabilities of trustees
* General management skills such as strategic planning and business development, change management or marketing.

**How much time do you need to give?**

You will be expected to attend quarterly meetings of the Trustee Board and its Finance and HR Committees and get involved in other ways such as leading on strategic planning and business development, liaising regularly with trustees and the chief executive and her team, and meeting our partners.

The trustee board usually meets in the daytime and you’ll likely need to give between 3 and 7 hours per week of your time. We can be flexible about the time spent and how often you volunteer so come and talk to us.