

**Trustee**

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 that incoming trustees 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.

We are looking forward to welcoming new trustees to our Board. The successful applicants 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 a trustee, 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.

  **The role**

No specific qualifications are required for the trustee 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. Strong candidates will have a background in or good understanding of the charity, private or public sectors, coupled with general management skills such as strategic planning, business development, financial management, HR or communications and marketing.

You would be expected to attend quarterly meetings of the Trustee Board and get involved in other ways such as overseeing management of the budget, reviewing our HR policies and working with staff and volunteers on projects eg. publicity and fundraising, research and campaigning, and volunteer recruitment.

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.

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**What will you do?**

You will use your skills, knowledge and experience to help guide and govern Citizens Advice Epsom & Ewell and work with the chief executive and other staff to shape strategy and give direction. You will also:

1. Maintain an awareness of how Citizens Advice Epsom & Ewell is operating and act in its best interests at all times
2. Work on specific projects with other trustees or staff in order to further our strategic objectives
3. Monitor 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
4. Take an active part in Board meetings and work with other trustees 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

1. Take responsibility for your own learning and development

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**Essential**

* Ability to communicate effectively and participate actively in discussion
* Willingness to work effectively as part of a team
* Financial and budget management experience
* Ability to think creatively and strategically and exercise independent judgement
* Ability to learn
* Leadership
* Commitment to equality, diversity and inclusion
* Willingness to use your knowledge and experience to provide constructive challenge and generate new ideas and opportunities.
* Committed to the aims, principles and policies of Citizens Advice

**Desirable**

* Understand and accept the responsibilities and liabilities of trustees
* General management skills such as strategic planning, business development, financial management, HR or communications and marketing.
* Understand the challenges facing the charity sector and specifically Citizens Advice Epsom & Ewell

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

You will be expected to attend quarterly meetings of the Trustee Board and one or other of its Finance and HR Committees and get involved in other ways such as working from time to time on strategic planning and business development or other project work.

The Trustee Board usually meets in the daytime and you’ll likely need to give between 5 and 8 hours per month of your time. We can be flexible about the time spent and how often you volunteer so come and talk to us.

**To apply**

Please complete our online [Application Form](https://www.caee.org.uk/volunteer/trustee-application-form/)

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