

**Company Secretary Role profile**

Citizens Advice Epsom and Ewell is seeking a trustee to act as Company Secretary. You will have ace administrative skills and feel passionate about helping local people who need advice, information and advocacy in the current challenging times. The Board needs assistance to carry out its duties effectively and legally to enable staff and volunteers to continue delivering a high quality service.

**What will you do?**

We are looking for a Company Secretary trustee who will:

* Maintain records legally required for a limited company and charity registered with the Charity Commission
* Ensure that all documents such as annual returns, accounts and trustee changes are filed with Companies House and the Charity Commission within the required deadlines
* Co-ordinate meetings of the Board of Trustees, book rooms, circulate papers and take minutes of the meetings
* Keep records and archive documents
* Keep a calendar of Citizens Advice and Board requirements such as insurance cover and trustee re-election dates and ensure these are covered at the right time
* Ensure that Board business and trustee appointments and resignations are in accordance with the law and Articles of Association
* Maintain a list of policies with review dates to be brought to the Board as required
* Help to organise the AGM, ensure legal requirements are met and manage communications with members
* Support the Chair and CEO with the annual strategic awayday
* Aid the Chair and CEO regarding possible mergers with other local Citizens Advice offices
* Lead on other governance projects, as required

*Legal knowledge, company secretarial experience and/or a governance qualification (or working towards this) are desirable for this role.*



**What do you need to have?**

You’ll need to:

* understand and agree with/accept the responsibilities and liabilities of trustees
* be non-judgmental and respect views, values and cultures that are different to your own
* exercise good independent judgement
* demonstrate good leadership and inter-personal skills
* have good listening, verbal and written communication skills
* have good numeracy skills
* be able to think creatively
* be able to work effectively as part of a team
* be willing to follow the aims, principles and policies of Citizens Advice Epsom & Ewell including confidentiality and data protection
* be willing to undertake training in your role
* desirable: to support the Board with an interest and/or knowledge or experience in one of the following areas: finance and fundraising, mergers, influencing and stakeholder management, service delivery, social media

As a Trustee you will also need to work with all trustees and ensure that the board:

* guides and governs the service, shapes strategy and sets targets and evaluates the performance of the organisation
* monitors the financial position of charity ensuring it operates within its means and objectives, with clear lines of accountability for day to day financial management
* seeks the views of all sections of the community and monitors how well the service meets the needs of the local community
* ensures that the service plans for the recruitment and turnover of staff and volunteers
* reviews its performance and effectiveness including action for improvement

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

The trustee board usually meets in the daytime and you’ll need to spend between 10 and 15 hours per month of your time. Expenses will be reimbursed.

**Valuing inclusion**

Our volunteers come from a range of backgrounds and we 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.



**Contact details**

If you’d like further information please email Yvette Ball, Chair, on chair@caee.org.uk

To apply please complete the form on the website: <https://www.caee.org.uk/volunteer/company-secretary/> by 31 July 2025.



**Trustee Information Pack**

Thank you for considering becoming a trustee with us.

At Citizens Advice Epsom & Ewell (CAEE) I am privileged to chair a well-run charity, much 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 strong board and management team, so incoming trustees will be well supported as they settle into the role.

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

Yvette Ball

Chair of Trustee Board

**About Us**

Citizens Advice Epsom & Ewell (CAEE) is a local charity that helps people to solve their problems and find ways forward. It consists of a small number of paid staff and a team of volunteers.

**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**

We have the following three with **partnerships** interwoven throughout:

1**. Service Delivery**: We will develop a more agile and adaptive service delivery model that enables us to respond swiftly and effectively to emerging client needs, local and national policy changes, and societal challenges—ensuring consistent support through flexible channels, innovative solutions, and a resilient workforce.

2. **Sustainability**: We will enhance the financial sustainability of CAEE by diversifying income sources and strengthening strategic partnerships—ensuring we can continue to deliver independent, high-quality advice to those who need it most.

3. **Enhancing Our Brand**: We will increase awareness of our services locally - by strengthening our brand visibility, communicating our impact and value and contributing  to campaigning activity – ensuring that more people in need of our support know where to turn for advice.

**Our Values**

**Honesty and integrity**: we will be open and straightforward in our interactions and act in the best interests of all parties

**Respect**: we will work together and support each other, consider the rights and feelings of others, be non-judgemental and show patience in all relationships

**Learning**: we will be creative and aim to continually increase and share our knowledge and skills to enable us to provide the best possible service

**Empowerment**: we will be active in equipping clients, volunteers and staff to grow in self-reliance and independence

**Community**: we care about our local community and will be tenacious in pursuing beneficial change

**Diversity**: we are inclusive and compassionate treating everyone with fairness and using everyday language

**More About Citizens Advice Epsom & Ewell**

*Location*: The Old Town Hall, The Parade, Epsom, Surrey, KT18 5AG pending a move to the New Town Hall, Epsom.

*Service Delivery*: We deliver our service through a range of channels to be accessible to everyone: face to face, phone, video conferencing, email and webchat. Staff work in-office, remotely or in a network of outreach venues.

*Specialist services*:

* Mid and East Surrey Mental Health Outreach service for clients with mental health issues.
* Specialist Debt Advice for local people with critical debt issues
* Legal Aid Housing Solicitor and pro bono advice
* Tribunals & Appeals
* Specialist access: Textphone for deaf clients, Wheelchair access,
Disabled toilet, Phone translation service

*Stats for 2024-25*:

Number of people helped: 3619

Number of client contacts: 12,692

Main types of enquiries: Benefits, housing and debt

Number of volunteers: over 50 advisers and assessors (incl trainees),

14 paid staff

11 members of the Trustee Board

Area served: Borough of Epsom and Ewell

Population: 80,900 (2021) [ONS UK](https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates)

Most of Epsom & Ewell is relatively well-off but includes two wards (Ruxley and Court) with the highest deprivation indices. Ethnically, approximately 80% of people are white, about 11% are Asian with 4.5% classing themselves as mixed.

**Our Governance & Management**

We are governed by a Trustee Board, all volunteers from the local community who have life skills, knowledge and experience. The Board works with the Chief Executive and other staff to guide, govern, shape strategy, and give direction.

Applicants for the Board 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. As part of their induction, new trustees are encouraged to sit in on client interviews, having signed a confidentiality agreement, and complete the national Citizens Advice (CitA) induction course.

**Responsibilities of Trustees**

Responsibilities include making sure that the charity is:

* doing what it was set-up to do, 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 CAEE provides locally.

CAEE (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 revised this year, 2025. We are authorised and regulated by the Financial Conduct Authority.

Epsom and Ewell Borough Council are invited to appoint two councillors as its representatives to attend meetings of the Board as non-voting observers.

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, Finance and Human Resources. There are also groups such as Fundraising and Research & Campaigns that meet regularly. Some trustees have a lead responsibility, eg Equality, Diversity and Inclusion (EDI).

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| **Overview of Citizens Advice**

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| The Citizens Advice service is made up of Citizens Advice, the national charity (CitA), and a network of around 280 independent local Citizens Advice charities.Citizens Advice offices provide support in approximately **1,600 locations** across England and Wales with **14,000 trained volunteers** and **8,843 staff**. In 2022-23 the advice we delivered directly saved government and public services at least **£681 million**. For every £1 spent on the service, we benefitted our clients by **£13**. We estimate our value to society was **£4.7 billion**. | https://lh5.googleusercontent.com/r8suuMK2Y1jlNYRk0lSUl754bSwmNYAJobX-F9ffjexbCyPchw5197ffUyCrom3-bxGgy_E0fqO2Re9Dxk0UtXRs940bi9gIIzX24uYthNRbwQm6lKqY9AnpSF_d5Fn9vqek1OG2 |

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