



# Chair of Trustees Candidate pack

Thank you for your interest in being the next Chair of Trustees of Citizens Advice, East Devon. This candidate pack should give you everything you need to know to apply for this role and what it means to be part of the Citizens Advice service.

In this pack you'll find:

- Our values
- 3 things you should know about us Nationally
- Overview of Citizens Advice and Citizens Advice, East Devon
- Information about the role

You may also like to look at our websites for East Devon:

[www.citizensadviceeastdevon.org](http://www.citizensadviceeastdevon.org)

And for national Citizens Advice: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

## **Want to chat about this role?**

If you want to chat about the role further, you can contact Edwina Bradshaw (Chair of Trustees) by emailing [EBradshaw@citizensadviceeastdevon.org](mailto:EBradshaw@citizensadviceeastdevon.org) or calling 07580 222949

# Citizens Advice 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.

## 3 things you should know about Citizens Advice

**1. We're local and we're national.** We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

**2. We're here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

**3. We're listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.



# Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

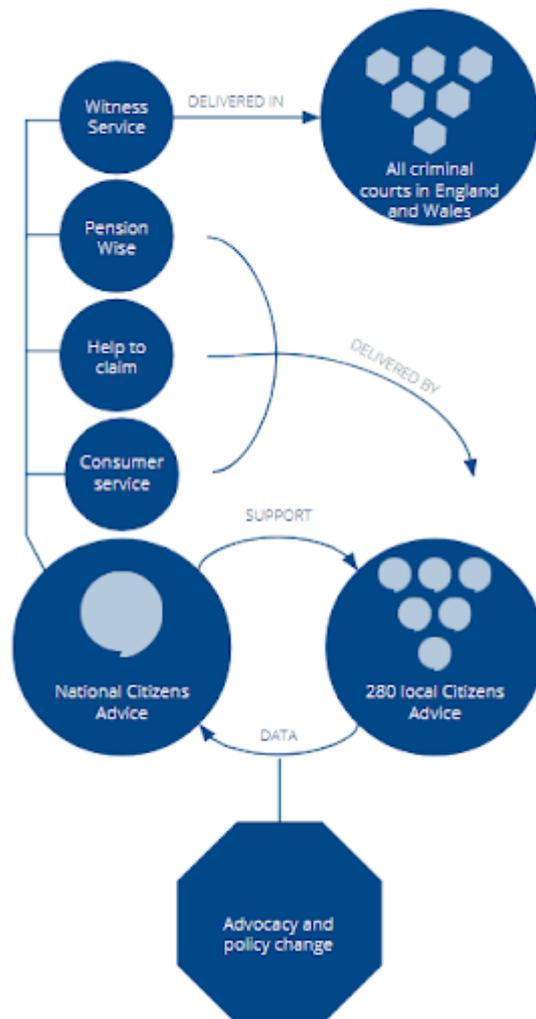
This role sits our network of independent charities, delivering services from

- 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.



# About Citizens Advice East Devon

## Our community

We serve the people of East Devon, which is an area of around 148,000 people spread across a geographical area of over 300 square miles. East Devon is the largest District in Devon, with population growth of almost double the average growth for Devon over the past five years. The area we support is a mixture of rural areas and market towns and villages. Exmouth is the largest town in East Devon and the fifth largest in the county of Devon, with 48,000 residents. The other towns are smaller with 14,000 residents in Sidmouth, 11,000 residents in Honiton and 7,000 in each of Axminster and Seaton. The new development at Cranbrook has added 5,000 new residents to the area, with the majority being working-age families with an out-commute to Exeter and the nearby Science Park and airport.

East Devon reflects the general trend within Devon towards an ageing population. It has a higher-than-average percentage of residents over the age of 60 and a lower-than-average percentage of residents under the age of 40. The population is affected by significant in-flows of people above state retirement age and significant outflows of working age people under 40.

## Staffing

Citizens Advice East Devon operates as a small team of paid staff, supplemented by a larger team of volunteers. Staff report to the CEO, who in turn is accountable to the Board of Trustees. Within our small team there is an emphasis on every team member knowing their value, rather than on people knowing their place. This works to empower team members in every position to speak for the clients; to have input into the design and running of our services, and to share the satisfaction that comes from knowing we have brought dignity and empathy to every client contact.

Our core values as a team of people dedicated to working with and for the community in East Devon inform the way we run our organisation, and the outcomes we achieve for our clients.

## Funding

We receive our core funding from Devon County Council, East Devon District council and the larger Town Councils. We participate in pan-Devon projects through Citizens Advice Devon, the consortium of Devon Citizens Advice offices.

## Our strategic priorities for 2022/3

- 1) Leadership: We will assess the options for future strategic and operational leadership of the organisation and decide how to best move forward.
- 2) Premises and Technology: We will carry out a full review of options for physical premises across our large district council area and an assessment of the use of technology to reach clients where we do not have permanent premises.
- 3) A healthy team culture: We will develop and implement a comprehensive set of actions to improve the culture of the organisation.
- 4) Advice: We will continue to enable our staff and volunteers to give high quality advice and ensure that we are available to those who need us most in a way that works for them.



## The role

### What will you do?

- complete an introduction for your role
- maintain an awareness of how the local Citizens Advice is operating
- plan the board meetings including the dates and the agenda, with the Clerk to the Board and the Chief Executive
- read papers for board meetings and attend monthly meetings
- facilitate the trustee board meetings by leading the meeting, ensuring that agenda items are discussed, enabling all members to contribute their views and take part and seeking clarification where necessary
- ensure that decisions and actions taken at board meetings are carried out
- ensure that the board decisions are made within the remit of the Citizens Advice membership agreement, governing documents and policies

- monitor attendance and commitment of all trustees
- provide or arrange for training or support for trustees if needed
- with other trustees and the Chief Executive, develop a trustee board with a diverse range of skills, experience and knowledge with an aim to promote trusteeship to underrepresented groups that represent the local community
- ensure that all trustees receive an induction and the training needed for them to fulfil their role
- be proactive in recruiting successors to key positions such as Vice-Chair, Treasurer etc.
- arrange or provide support and supervision for the Chief Executive including an annual appraisal
- together with the Treasurer, ensure proper management and control of local finances
- together with the Chief Executive, represent the charity in relationships with funders or potential funders, local events and in the community
- work together with all trustees and ensure that the board is able to:
  - set policy and strategy direction, set targets and evaluate the performance of the charity
  - monitor the financial position of the charity ensuring that it operates within its means and objectives, ensuring that there are clear lines of accountability for day to day financial management
  - monitor whether the charity complies with its governing document and meets the required standards
  - 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 own work and how effectively it operates including action for improvement
  - work on specific projects to further the strategic objectives of the charity



## What's in it for you?

- make a positive impact for people in your local area by ensuring the charity 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 the type of work undertaken by the charity
- understand and accept the responsibilities and liabilities as trustees
- be non-judgmental and respect views, values and cultures that are different to your own
- a good basis of leadership skills
- ability to facilitate and lead meetings
- good interpersonal skills
- have good listening, verbal and written communication skills
- be able to exercise good independent judgment
- have good numeracy skills to understand accounts with the support of the treasurer
- be willing to learn about and follow the Citizens Advice 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 3-5 hours per week and you may need to attend other meetings if you're involved in specific projects, or meet with volunteers and staff occasionally within the local Citizens Advice. We can be flexible about the time spent and how often you volunteer so come and talk to us.



## 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.



## How to Apply

If you are interested in becoming our next Chair of Trustees please return a covering letter, CV and completing diversity monitoring form **by 5pm on Friday 12<sup>th</sup> August 2022** to:

**[Venetiap@citizensadviceeastdevon.org](mailto:Venetiap@citizensadviceeastdevon.org)**

For an informal discussion about the role please call Edwina Bradshaw on 07850 222949

**Interview Date:** week commencing 29th August 2022