

##### **Citizens Advice Hull and East Riding**

Trustee Recruitment Pack

### Introduction

Thank you for your interest in the role of Trustee of Citizens Advice Hull and East Riding.

Citizens Advice Hull and East Riding (CAH&ER) is an innovative and successful service which puts clients first and focuses on delivering high quality advice services via face to face, telephone and digital channels to over 22,000 people a year. We help people overcome their problems.

Our advice is confidential, free, independent and impartial and covers a wide range of subjects including benefits, debt and money management, housing, employment, family and legal matters. Our generalist advice services are funded by two local authorities: Kingston upon Hull and the East Riding of Yorkshire.

In addition we provide a range of specialist and tailored advice, casework and representation in debt and money management, welfare rights, financial inclusion and support for specific community groups such as Armed Forces personnel and Veterans, people experiencing crisis, those needing guidance on their pension options and people who face barriers to living a healthy fulfilled life due to health inequalities and social isolation.

We work to fix the underlying causes of these problems by using the evidence of our clients’ experiences to campaign for change with local and national policy makers and we are a voice for people on issues that matter to them.

We are a local independent charity that has served our local communities for over 80 years. We operate from four offices and extensive outreach sessions across the city of Hull and the East Riding. We employ approximately 90 paid staff supported by over 100 volunteers.

Our Board of Trustees share a clear vision for the future. Our Trustees are hardworking and operate within a clear understanding of the different roles of the executive staff and trustees. The Board looks to ensure that it provides appropriate strategic leadership and support for the Chief Executive and senior management whilst properly exercising its governance role.

An exciting opportunity has arisen for people with the appropriate skills, knowledge and experience to join our Board of Trustees. Achieving our ambitious aims will be challenging but exciting and rewarding. Training and support is given to trustees to enable them to develop their skills and knowledge so they can play their full role on the Board.

If you are interested in becoming a trustee we would be delighted to hear from you. **Details of how to apply are given on page 6.**

If you would like further information or wish to discuss the role before returning the application form, please ring Lesley on 01482 328990 or email at [lesley.thornley@hull-eastridingcab.org.uk](mailto:lesley.thornley@hull-eastridingcab.org.uk)

**Lesley Thornley**

**Chief Executive**

**4 things you should know about us**

1. **We’re local**

We operate from four main offices in Hull, Beverley, Bridlington and Goole and over 36 community venues. Last year we helped over 22,000 local people to overcome their problems involving over 77,000 advice issues. We offer advice face to face, over the telephone, by web chat and e mail.

We helped achieve over £7.8 million of financial gains for local residents and 3 in 4 of our clients tell us that our advice helped them solve their problem.

1. **We’re also national**.

As members of the Citizens Advice Service we are part of a network of over 280 independent Local Citizens Advice. National Citizens Advice provides the extensive legal information system we use to advise clients and sets standards for the organisation and quality of advice. Together, we campaign to make sure our clients’ voices are heard.

1. **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.

# 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.

You can find out more about us and the work we do:

* Watch videos about the work we do: [Looking to the Future](https://youtu.be/gPI83kw442U)

[Now and in the Future](https://youtu.be/qUeNjdjO3V4)

* Look at our website: [Citizens Advice Hull and East Riding](http://www.hullandeastridingcab.org.uk/)
* Look at the national Citizens Advice website [Citizens Advice](https://www.citizensadvice.org.uk/about-us/)
* and the Campaigning site [Campaigning](https://www.citizensadvice.org.uk/about-us/our-campaigns/)

I wanted to help my local community and give something back to those less fortunate. I find the role rewarding and insightful. The people are lovely and the cause is excellent. Initially when I applied I considered it a good addition to my CV but it has become so much more and I would certainly recommend to others.

**The role of Trustees**

We are looking for new Trustees who will join a team who are collectively responsible for the overall strategic direction, governance and management of the charity and for developing the organisation’s aims, objectives and goals in accordance with governing documents, legal and regulatory guidelines.

Trusteeship can be rewarding for many reasons. It’s also likely to be demanding of your skills, knowledge and abilities. Being aware of the duties and responsibilities will help you carry out your role. The Charity Commission has produced a detailed guide to the duties and responsibilities of all charity trustees [The essential trustee: what you need to know, what you need to do (CC3) - GOV.UK](https://www.gov.uk/government/publications/the-essential-trustee-what-you-need-to-know-cc3)

You don’t need previous experience of being a Trustee for this role as we provide a full induction and on-going learning and development.

**Summary Person Specification**

**Fundamental responsibilities of Citizens Advice Hull and East Riding Trustees**

Citizens Advice Hull and East Riding (CAH&ER) is a registered charity and a company limited by guarantee. Trustees are both trustees of the charity and Directors of the limited company.

Candidates must be able to demonstrate that they have the skills required to fulfil the fundamental responsibilities which can be broadly defined as:

1. **Formulating strategy** – developing and maintaining vision, strategy and clear objectives for the organisation in the best long term interests of the service’s clients. Contributing to the development of policies and campaigns and bringing diverse knowledge and experience to the discussion. On occasions working with the Chief Executive and management on committees and “task and finish groups.”
2. **Ensuring accountability** – holding the Chief Executive and senior managers to account for the delivery of the strategy, offering purposeful, constructive scrutiny, and challenge.
3. **Providing leadership** – being committed to the aims and principles of the Citizens Advice service and the values of the organisation. Ensuring that these values are reflected in your own and the board’s collective behaviour and decision making.
4. **Representing the organisation** – Understanding the environment CAH&ER works in locally and nationally, and the needs of our clients, being an advocate for the service in the local community and within Citizens Advice. On occasions representing the service to internal and external stakeholders and bringing back messages and information.

Desirable Skills

We are also especially interested in candidates who offer some of the following:

* Knowledge or understanding of the legal and advice sector
* An understanding of how to develop strategies for increased financial sustainability in the third sector
* Understanding of how technology can support the organisation and use of social media to market and raise the profile of third sector organisations
* A knowledge of/relationship with key stakeholders – local authorities, health and social care
* Experience of HR and managing people in fast changing times
* An understanding of the economic and social drivers of poverty in society and an ability and interest in supporting Hull and East Riding residents

**What’s in it for you?**

* make a positive impact for people in your local area by ensuring CAH&ER is sustainable and meeting the needs of the community
* meet people and build relationships with trustees, staff and other volunteers
* work within a team and learn from other members of the board
* build on your governance, leadership and strategy skills
* increase your employability

**And we’ll reimburse expenses too.**

## 

**Equality and diversity at Citizens Advice**

We are fully committed to stand up and speak up for those who face inequality and

disadvantage. We want this to be reflected in the diversity of the people who work for, and with us.

To help us achieve this, we aim to make our recruitment process as fair as it can be.

We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

**We judge the application, not the person.** The selection panel won’t see your personal details. This makes sure each person’s response is judged on its merits and not on

their background.

Our commitment to equality runs through everything we do - read the Citizens Advice

Stand up for Equality Strategy to find out more.

**Dignity at Work**

Citizens Advice Hull and East Riding is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour.

Our values include commitments to work together and value each other – all our trustees are expected to have read and understood our Equality and Diversity and Dignity at Work Policies and to ensure their behaviour reflects these principles. (See Trustee Code of Conduct on page 13 for more detail).

**How to apply**

Please visit our website for further details <http://www.hullandeastridingcab.org.uk/>

Please submit:

* Your CV, including two referees and any Trustee or Director positions held.
* A personal statement; no more than 2 sides A4 demonstrating how you meet the person specification and outlining your future vision and ambition for Citizens Advice Hull and East Riding.
* CAH&ER equality and diversity monitoring form.

OR:

If you do not have a CV, please complete the attached Application Form

Applications should be returned to:

[**lesley.thornley@hull-eastridingcab.org.uk**](mailto:lesley.thornley@hull-eastridingcab.org.uk)**, or to:**

**Lesley Thornley**

**Chief Executive**

**Citizens Advice Hull and East Riding**

**The Wilson Centre**

**Alfred Gelder Street**

**Hull**

**HU1 2AG**

If you would like an informal discussion with the current Chair of the Trustees, Tracy Wharvell, please email Lesley Thornley, the CEO who will make arrangements for Tracy to contact you.

A small number of existing Trustees will consider the information provided and invite those with the necessary skills to attend a structured but informal discussion**Further information**

1. **Terms of office**

You will be appointed for an initial term of 3 years, after which you will be eligible for re-election.

1. **Can anyone be appointed as a charity trustee?**

No. There are a number of reasons why people cannot act as a charity Trustee. The following is extracted from the Charity Commission Guidance on Recruitment, Selection and Appointment of Charity Trustees:

* Some people are disqualified by law from acting as charity Trustees or nominees, including anyone described in section 72(1) of the 1993 Act. Broadly that covers:
* anyone who has been convicted of an offence involving deception and dishonesty, unless the conviction is spent;
* anyone who is an undischarged bankrupt, or is the subject of bankruptcy restriction order or bankruptcy restriction undertaking;
* anyone who has made a composition to arrangement with, or granted a trust deed for, his or her creditors and has not been discharged in respect of it;
* anyone who has previously been removed from Trusteeship of a charity by the court or the Commissioners; and
* anyone who is under a disqualification order under the Company Directors Disqualification Act 1986 or is the subject of a disqualification undertaking.

Further information about disqualification and waivers of disqualification can be found in OG41 (Disqualification for acting as a charity Trustee) and OG42 (Waiver of disqualification for acting as a charity Trustee) which are available on the Charity Commission website [www.charitycommission.gov.uk](http://www.charitycommission.gov.uk)

1. **Expenses**

This is a volunteer role, and will not be remunerated; however reasonable travel expenses and subsistence costs will be reimbursed, along with a contribution towards refreshments when working unsociable hours.

1. **Time Commitment**

The Trustee Board meets on a quarterly basis, with occasional ad-hoc meetings called to discuss specific issues. Currently Trustee Board meetings usually commence with lunch at 1:30pm with the formal meeting at 2:00pm, however the Board are open to changing the timings of the meetings to suit the organisation and the majority of members.

1. **Learning and development**

Citizens Advice Hull and East Riding offers a comprehensive induction programme to new Trustees. In addition, further learning and development is available via national Citizens Advice and locally at Board meetings.

1. **Political impartiality**

An important part of the principle of impartiality is that Citizens Advice Hull and East Riding’s Trustees, staff and volunteers are seen to be upholding the principle of party political impartiality. To avoid possible misunderstanding or possible conflicts of interest, guidelines have been established on Trustees, staff and volunteers taking part in party political activities. If you currently hold, or are intending to stand for local or national party political office, we will expect you to tell us about this if shortlisted for interview.**Trustee Role Description**

The role of a Trustee is determined largely by the requirements of charity and company law. National Citizens Advice, of which Citizens Advice Hull and East Riding is a member, recommends additional elements as part of best practice. This Role Description is a composite of the essential elements of both.

In order to carry out these duties and responsibilities a trustee needs to understand what the service aims to do and why, and be able to offer sufficient time, knowledge experience and other qualities.

**Main Duties and Responsibilities**

The Trustee Board has a responsibility, collectively and individually, to contribute to the discharging of the Board’s duties. As an individual Trustee, you can do that by:

* ensuring that the organisation complies with its governing document, charity law, company law and other relevant legislation
* ensuring that the organisation works within its Objects as defined in its governing documents and its Vision and Mission
* maintaining an awareness of the business and services of the charity
* taking responsibility for your own learning and development as a Trustee
* regularly attending, preparing for and taking a full part in meetings
* contributing actively to the Board’s role in giving strategic direction to the organisation, setting overall policy, defining goals, setting targets and evaluating performance
* monitoring whether the service meets the standards of Citizens Advice and other regulators and how well the advice needs of the local community are being met
* ensuring the financial viability of the organisation, monitoring the financial position and ensuring that it operates within its means and objects, and that there are clear lines of accountability for day-to-day financial management
* safeguarding the good name and values of the organisation
* appointing the Chief Executive Officer and monitoring their performance
* working on specific projects with other trustees or staff within the local Citizens Advice to further the strategic objectives of the local Citizens Advice
* actively seeking to further the strategic objectives of the organisation, and acting in the best interests of the charity at all times
* maintaining confidentiality about any sensitive/confidential information received in the course of duties as a trustee
* participating in a regular review of the Board’s work and how effectively it operates including action for improvement

**Personal skills and qualities**

The skills of trustees around the Board will vary. The best Board is one that attracts people with a wide variety of backgrounds and qualities. This list is therefore only an indication of the basic qualities you will need. Each individual member of the trustee board brings skills and qualities to the board. They add to the collective knowledge and experience by providing:

* a willingness to acquire knowledge and understanding of the needs of the local communities and of the resources available
* a commitment to the aims, principles and policies of the Citizens Advice service
* be non-judgmental and respect views, values and cultures that are different to your own
* a commitment and availability to attend Trustee Board meetings regularly (currently four per year)
* effective communication skills and willingness to participate actively in discussion
* willingness and ability to act in the best interests of the charity
* ability to understand the duties and responsibilities of Board members and employers
* willingness to participate in the national democratic process which develops Citizens Advice policies
* a sufficient level of literacy and numeracy to understand Board papers, financial reports and accounts
* a willingness and ability to learn, and to develop and examine their own attitudes and to challenge when appropriate
* ability to think creatively and strategically, and exercise good, independent judgement
* ability to work effectively as a member of a team.

**Officers of the Board**

In addition to these general duties and responsibilities listed above, some Trustees will also be Officers of the Board and will have additional responsibilities. These are the Chair, the Vice Chair and the Treasurer.

**Citizens Advice Hull and East Riding**

**Code of Governance**

Good governance is fundamental to success and Citizens Advice Hull and East Riding is best placed to achieve its ambitions and aims if it has effective governance and the right leadership structures.

The Charity Governance Code aims to help charities and their trustees develop these high standards of governance. It is not a legal or regulatory requirement and draws upon, but is fundamentally different to, the Charity Commission’s guidance. It sets out the principles and recommended practice for good governance and is deliberately aspirational. This is intentional: the Code aims to be a tool for continuous improvement towards the highest standards.

**The Code has been adopted by the Trustee Board of Hull and East Riding, who measure their own practices against the principles and criteria on a regular basis.**

**This Code is for the whole board.**

It is the Code’s starting point that all trustees:

* are committed to their charity’s cause and have joined its board because they want to help the charity deliver its purposes most effectively for public benefit
* recognise that meeting their charity’s stated public benefit is an ongoing requirement
* understand their roles and legal responsibilities, and, in particular, have read and understand:
* the Charity Commission’s guidance The Essential Trustee (CC3)
* their charity’s governing document
* are committed to good governance and want to contribute to their charity’s continued improvement.

There are seven main principles of the Code, describing how an effective board provides good governance and leadership.

The seven principles are:

1. Organisational purpose
2. Leadership
3. Integrity
4. Decision making, risk and control
5. Board effectiveness
6. Diversity
7. Openness and accountability

Further details of the code can be found here <https://www.charitygovernancecode.org/en/pdf>

**Code of conduct for Trustees**

This Code incorporates the Nolan principles of standards in public life. It aims to ensure that all trustees observe the highest standards of propriety and act in the best interests of Citizens Advice Hull and East Riding at all times.

**Equality and diversity**

Trustees’ behaviour and attitudes are consistent with the values of the Citizens Advice service and the agreed equality and diversity strategy.

**Respect**

Trustees must treat each other, members of staff and others they come into contact with when working in their role with respect and courtesy at all times.

**Commitment**

Trustees must devote sufficient time preparing for and attending meetings to ensure they add value to the board’s work.

**No personal benefit**

Trustees must not benefit from their position beyond what is allowed by the law and what is in the interests of the Citizens Advice Hull and East Riding. Trustees should take decisions solely in terms of the charity’s best interest. They should not do so in order to gain financial or other material benefits for themselves, their family, or their friends.

**Conflicts of interest**

Trustees should identify and promptly declare any actual, potential or perceived conflicts affecting them. They must absent themselves from any discussion where there is any such conflict.

**Probity**

Trustees must comply with any rules agreed by the board including those relating to the acceptance of gifts and hospitality and the avoidance of activities which might compromise Citizens Advice’s political neutrality.

**Openness and accountability**

Trustees must be open, responsive and accountable to each other, members of staff and other stakeholders about their decisions, actions and work, including their use of CAH&ER’s resources.

Trustees must disclose anything in their past which could bring Citizens Advice Hull and East Riding, or the wider service, into disrepute e.g. removal from any previous governance role or membership of organisations which may conflict with the aims, principles and values of the Citizens Advice service.

**Confidentiality**

Trustees must respect the status of confidential issues they read and discuss. They are bound to maintain the status of this material and any discussions.

**Integrity**

Trustees are required to use their knowledge, expertise and experience to take the best decisions they can in the interests of the charity. They are equally responsible for all decisions of the board. Trustees must also promote and support the principles of good governance by leadership and example and should act in an individual capacity and not as a representative of any other group or organisation.

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| **Statement of acceptance**  I have read and understood the above Code of Conduct for trustees. I agree to abide by the standards set in the code.  Signed ………………………………………………………..  Name (please print) ………………………………………………………...  Date ………………………………………………………… |