

Recruitment of Trustees

Would you like to join an organisation committed to making a difference in the local Havant Borough community? Are you looking for a new challenge?



Citizens Advice Havant (CAH) are looking for new voluntary Trustees¹ to join our current team of six to improve our breadth of skills. We are seeking Trustees with *one or more of the following: funding expertise (institutional and/or corporate); or social media expertise; or a Havant Borough resident with lived experience; or a Havant Borough resident under the age of 35 years.*

Previous Board or Trustee experience is *not* necessary and we welcome applications from all ages and backgrounds. We are particularly keen to achieve a more diverse Trustee Board and we welcome applications from all sections of the local Havant Borough community. Our induction process will provide you with the knowledge and support that will allow you to be an effective CAH Trustee.

CAH is the local 'go to' advice organisation offering holistic help to people with difficulties with issues such as benefits, debt, employment and housing. We are here for everyone. We provide free, confidential and independent advice to help people overcome their problems, working to fix the underlying causes. We are a voice for people on the issues that matter to them. We value diversity, champion equality and challenge discrimination.

CAH is a member of the national Citizens Advice charity - which means we have access to fantastic quality assured services, resources and support provided by the national organisation - but as an independent charity, we're responsible for running our own affairs within agreed standards. CAH has been present in Havant since the 1960s. Over the decades the service has adapted and changed but has remained relevant to the needs of the local population, being reflective of the societal and economic environment in which people are living. We operate from spacious refurbished offices located in Havant town centre, along with several satellite outreaches and a variety of phone/online channels. Our highly skilled team of eighteen mainly part-time staff and over sixty volunteers support more than 8,000 clients a year and the local benefit of our support has been assessed at £5.5million per year. Our annual operating costs are around £400K.

¹ All Trustees are also Directors of Citizens Advice Havant, a company limited by guarantee. For simplicity however we are using "Trustee" in this document rather than "Trustee/Director".

We would expect you to:

- be willing to commit to a full three-year term as a Trustee of CAH
- be available to attend: quarterly meetings of our Trustee Board (currently held in-person in late afternoons); meetings of one Board Committee; annual away-day; and our AGM
- be able to commit at least five days per year to fully meet the expectations of being a CAH Trustee. *[Note: In their first year, the Trustee induction process will increase this by an additional three days]*
- act in the best interests of CAH's clients, staff and volunteers
- work as one member of a team helping to shape the strategic direction of the organisation
- have good independent judgement to lead CAH
- have a commitment to the aims and principles of the Citizens Advice service
- be either a current resident of Havant Borough, or living no more than a one hour commute to the Meridian Centre in Havant.

The role of Trustee is a voluntary one but reasonable expenses can be reimbursed.

Being a Trustee with CAH offers you the opportunity to make a real contribution to our local Havant Borough community and to guide one of the best known and longest established charities through its latest stage of development.

A survey by Getting OnBoard in 2022 revealed that: 96% of trustees say they've learned new skills through their role; 73% say it has boosted their confidence; 84% said that it made them happier; and 86% say it's a good complement to professional and family life. We look forward to you joining us on an exciting and fulfilling journey.

Applications are by CV together with a supporting statement of no more than two sides of A4 setting out: why you would like to be considered for a Trustee role; how you meet the role's profile (see below); and the skills and experiences that you would bring. The closing date for applications is the end of Thursday 30 November 2023.

Citizens Advice Havant; formerly Havant and District Citizens Advice Bureau
Authorised and regulated by the Financial Conduct Authority FRN: 617630
Charity Registration no 1111564
Company Limited by Guarantee Registration no 5517228, Registered in England

Role Profiles for Trustees

Includes:

- Trustee role profile – all Trustees (pages 1-2)
- Additional role profile - Trustee with funding expertise (page 3)
- Additional role profile - Trustee with social media expertise (page 3)
- Additional role profile - Trustee with lived experience (page 4)
- Additional role profile - Trustee under the age of 35 years (page 4)

Trustee¹ role profile – all Trustees

Main duties and responsibilities

Each individual member of the CAH Trustee Board has a responsibility to contribute to the effective working of the Board. Their main duties and responsibilities are listed below.

- Maintaining an awareness of CAH's services, operations and business.
- Regularly attending, preparing for and taking a full part in Board meetings and one of the Board Committees ².
- Actively contributing to setting policy and strategic direction, defining goals, setting targets and evaluating performance.
- Actively seeking to further the strategic objectives of CAH, and acting in the best interests of its clients, staff and volunteers.
- Monitoring :
 - whether CAH meets Citizens Advice membership requirements including the performance quality framework and leadership self-assessment process;
 - the financial position and ensuring that CAH operates within its means and objects, and that there are clear lines of accountability for day-to-day financial management; and
 - how well the advice needs of the local Havant Borough community are being met.
- Taking responsibility for their own learning and development.
- Maintaining confidentiality about any sensitive or confidential information received in the course of duties as a Trustee including an understanding of information assurance and data protection.

Personal skills and qualities for all Trustees

Each individual member of the Trustee Board brings skills and qualities to the Board. They add to the collective knowledge and experience by providing the following.

- Commitment and availability to attend Trustee board meetings.

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² Currently there are two Board committees: the HR and Organisational Development Committee; and the Financial Resourcing and Funding Committee.

- Effective communication skills and willingness to participate actively in discussion.
- Willingness to gain knowledge of local Havant needs and resources.
- Commitment to the aims, principles and policies of the Citizens Advice service, including those relating to equality, diversity and inclusion (EDI), independence, and research and campaigns.
- Willingness and ability to act in the best interests of CAH's clients, staff and volunteers.
- Ability to understand and accept their responsibilities and liabilities as trustees and employers.
- Numeracy to the extent required to understand accounts with the support of the Treasurer.
- Willingness and ability to learn, and to develop and examine their own attitudes.
- Ability to think creatively and strategically, and exercise good, independent judgement.
- Ability to work effectively as a member of a team.

Time commitment and location expectations

We would expect Trustees to meet the following time commitment and location expectations to be:

- willing to commit to a full three year term as a Trustee of CAH
- available to attend: quarterly meetings of our Trustee Board (currently held in-person in late afternoons); meetings of one Board Committee; annual away-day; and our AGM
- able to commit at least five days per year to fully meet the expectations of being a CAH Trustee. *[Note: In Year 1, the Trustee induction process will increase this by an additional three days]*
- either a current resident of the Havant Borough, or living no more than a one hour commute to the Meridian Centre in Havant.

Commitment to EDI

Equity³, Diversity and Inclusion (EDI) is important to us because we offer our services to everyone living in Havant Borough. We do this through our board, our staff and our volunteers delivering a high quality advice service. We strive to use our skills, networks and experiences for the work we do, whilst recognising that we need to continually learn and adapt.

We commit to increasing the diversity of the people who work and volunteer for us, and to achieve equity and inclusion for everyone that we engage with, whether (staff / volunteer) colleagues or those that we advise.

We ask that those who work and volunteer for us to share this commitment to Equity, Diversity and Inclusion.

Eligibility:

- Current CAH staff members and CAH volunteers are not eligible to become CAH Trustees.
- All applicants will be required to confirm that they do not meet any of the conditions (<https://www.ncvo.org.uk/help-and-guidance/governance/responsibilities-for-boards/trustee-disqualification/the-rules-on-trustee-disqualification/#/>) that would automatically disqualify them from being a Trustee.

³ We use the term equity rather than equality because equity recognises that each person has different circumstances and may need different resources and opportunities to reach an equal outcome. We believe that equity is important to achieving just outcomes.

Additional role profile - Trustee with funding (institutional and/or corporate) expertise

Duties and responsibilities

- Overseeing and supporting the development of a funding strategy for CAH with associated policies, taking account of organisational funding requirements.
- Ensuring CAH develops and maintains relevant funding bid material including community profiles, client journey data, case studies and over-arching socio demographics.
- Ensuring CAH funding activities are agile and focussed on the passion and strengths of the organisation.
- Overseeing robust CAH funding bids within the charitable sector as well as corporates and the public sector, the latter potentially requiring competitive tendering or service level agreements.
- Building CAH relationships with local corporates, including commercial sponsorship.
- Liaising with the CEO and management team on funding matters.

Personal skills and experience

- Ideally we are looking for someone with substantial and proven fundraising experience. However, we would also be interested in an exceptional business development or sales professional looking to use their experience in the charity sector.

Additional role profile - Trustee with social media expertise

Duties and responsibilities

- Overseeing and supporting the development of a social media strategy for CAH with associated policies, taking account of organisational branding requirements.
- Working with the CAH team to create quality, user focused, shareable social media content in different multimedia formats.
- Overseeing CAH social media channels including moderation, paid for and organic content.
- Delivering quality user experience across multiple CAH social channels for social audiences.
- Liaising with the CEO and management team on social media matters.
- Ensuring all social media campaigns are compliant with the CAP code and advertising laws.
- Keeping up to date regarding technology used in social media, and changes within platforms, algorithms and audience.

Personal skills and experience

- Substantial and proven experience of successfully managing, coordinating, and overseeing a suite of social media channels, including moderation, overseeing paid for and organic content calendars and developing social media policies.
- Experience of creating high quality, user focused, shareable social media content in different multimedia formats.
- Experience of delivering quality customer experience across multiple social channels and an understanding of best practice user experience methodologies.
- Comprehensive knowledge of the range of social platforms available and how best to implement a social media based strategy across all of these.

Additional role profile - Trustee with lived experience

Requirements

- Currently a resident of Havant Borough.
- Has previously been in receipt of support from Citizens Advice.

Additional role profile - Trustee under the age of 35 years

Requirements

- Currently a resident of Havant Borough.
- Under the age of 35 years on 1 January 2024.

Updated October 2023