

Citizens Advice East End Trustee Recruitment Pack

Citizens Advice East End is seeking six Trustees including a Chair

Citizens Advice East End provides independent advice services to people who live, work or study in Hackney, Tower Hamlets and Newham. We are governed and managed locally but with the benefit of being part of the influential national organisation, Citizens Advice. We support over 25,000 clients a year and help them with over 64,000 issues, including housing, employment, benefits, utility bills and debt. Last year we increased income for people using our services by more than £25 million.

We want to appoint six new Trustees including a new Chair and we are particularly keen to recruit individuals with knowledge of fundraising, safeguarding, information assurance, administration, marketing and finance. We want to appoint candidates who can bring innovative ideas, enthusiasm for our values and the capacity to make a significant contribution. Ideally candidates would live or work in one of our three boroughs.

We will be running an online Question and Answer session for anyone interested in applying at 6pm on Monday 10th October. You can register for that event here: <https://www.eventbrite.com/e/ga-session-for-potential-trustees-at-citizens-advice-east-end-tickets-429696673317>

The deadline for applications is Monday 7th November.

To apply: please send your CV with a covering letter clearly indicating which role you are interested into efry@eastendcab.org.uk

Interviews will be held (via Zoom) in the last two weeks of November so please state if there are any dates when you would not be available. Successful applicants will be invited to observe the Trustees' meeting on 30 November.

About CAEE's services	Page 3
CAEE's governance	Page 4
CAEE Chair Role Description	Page 5
CAEE Information Assurance Trustee Role Description	Page 7
CAEE Marketing & Comms Trustee Role Description	Page 8
CAEE Fundraising Trustee Role Description	Page 9
CAEE Finance Trustee Role Description	Page 10
CAEE Safeguarding Trustee Role Description	Page 11
CAEE Administrator Trustee Role Description	Page 12

About Citizens Advice East End services

CAEE provides independent advice services to people who live, work or study in Hackney, Tower Hamlets and Newham. These 3 London boroughs combine areas of affluence with areas of extreme deprivation and their populations have a growing need for advice and assistance with issues such as welfare benefits, debt, housing and financial inclusion.

We help our clients with face-to-face, telephone and online advice services at our main offices in the three boroughs. This core provision is combined with numerous outreach services at GP surgeries, children's centres, Housing Associations and other local institutions. We support over 25,000 people a year with practical and effective advice to help to them in resolving their problems. We achieve positive outcomes for our clients and, through our efforts, recover over £25m income for them each year. Our clients include the poorest in society, frequently with physical/mental health issues, and our efforts make a real difference to their lives. We are constantly challenging prejudice, discrimination and maladministration in line with the ethos of our parent organisation, Citizens Advice.

We offer high quality advice services to our clients, through a team of employed staff and volunteers based in our three London boroughs. We work in partnership with our local authorities and under contract with numerous other funders, both locally and nationally. Additionally, we gather information on the demand for our services and the issues affecting our clients, which we use for local campaigning on poverty and social exclusion issues and feed back to Citizens Advice in connection with national campaigns on, for example, the impact of the cost of living crisis or the effects of welfare reforms.

Citizens Advice East End's governance

CAEE is a registered charity (No. 1082193) and a company limited by guarantee (No. 3324794).

It is governed by a trustee board, currently of 10 trustees (maximum is 15).

The Trustee meetings are held quarterly in March, June, September and November/December. They are usually on a Wednesday evening from 6.30pm either online or at the offices of Herbert Smith Freehills near Liverpool Street station and last about 3 hours. In addition, there is a separate strategic planning/ business planning session in January/ February and a couple of annual events with staff and volunteers (for Volunteers Week in June, and at Christmas) that trustees are encouraged to attend. All Trustees except the Chair are expected to serve on one of the 3 following sub-committees :

- i) Finance and HR - meets quarterly before the main board meeting
- ii) Governance - meets at least twice a year
- iii) Remuneration - meets as required.

In addition, many of the Trustees are the designated lead on specific issues or areas of operations and liaise with the relevant staff member and can advise other Trustees as required. This includes:

- fundraising
- information assurance
- health and safety
- safeguarding
- equalities/diversity
- research and campaigning
- communications.

CAEE: Chair's Role Description

Purpose of the role

- To lead the Board in ensuring the effective performance of its governance responsibilities
- To work in partnership with the Chief Executive to help achieve the objects set for the organisation
- To ensure there is an effective relationship between the Board and the organisation's staff, volunteers, members and stakeholders.
- To represent the organisation

Main Duties

(Note: Some of the duties listed below may be delegated to other Trustees.)

Ensure the Trustee Board fulfils its responsibilities and to

- Chair the Board meeting so it functions effectively and carries out its duties
- Ensure the business of meetings is dealt with (balancing need for time-keeping and space for discussions), and that decisions, when required, are arrived at and recorded, and their implementation allocated and monitored
- Ensure, with the Chief Executive, that Trustees receive appropriate advice, training and information relating to their role
- Ensure the organisation's governance, audit and investment practices are updated as needed
- Serve as an additional promoter of the organisation to relevant stakeholders
- Ensure that satisfactory arrangements are made to identify and nominate the next Chair

Help the Chief Executive achieve the objects set for the organisation and

- Ensure the Board develops a long-term strategy for the organisation with objectives which can be monitored
- Monitor progress in implementing the work plan
- Ensure appropriate arrangements are in place to support, monitor and review the work of the Chief Executive
- Lead on reviewing the strategic business planning and operational performance management sections of the LSA

Ensure an effective relationship between staff, volunteers, members and other stakeholders and

- Help to promote the organisation to a wider audience of potential funders
- Agree, with the Chief Executive, an annual schedule for Board and sub-committee meetings

- Through the Chief Executive, ensure appropriate communication between Trustees and staff, volunteers and stakeholders.

Along with the Chief Executive, to represent the organisation at local and national events

- Attend the London Citizen Advice Chair's Forum meeting
- Attend Citizens Advice national conference.

In addition, the person would be expected to undertake the statutory duties of all trustees and contribute to Trustee discussions on other issues, including financial management and fundraising, human resources issues, overseeing service developments and ensuring that the charity has good governance.

Key Qualities

- Have the ability and willingness to commit to and work within the aims, principles and policies of the Citizens Advice service
- Previous experience as a charity Trustee
- Good meeting and presentation skills
- Supportive and confident leadership style
- A willingness to lead the organisation
- Possesses tact, diplomacy and powers of persuasion.
- Ideally, some understanding of the advice sector.

CAEE: Information Assurance Trustee Role Description

Background Information

As for many service providers, the Covid-19 pandemic accelerated CAEE's use of and reliance upon high-quality IT with both staff and clients needing remote access to information, files and services. We want the Information Assurance Trustee lead to proactively support our experienced and knowledgeable IT Manager in continuing to develop the infrastructure required to effectively deliver our services to clients.

Purpose of the Role

- To support CAEE in developing a robust IA strategy which helps the organisation prepare for the further digitisation of services and ways of working
- To work with CAEE in producing a relevant budget for the strategy
- To support staff, volunteers and Trustees around Information Assurance

Specific Activities

- To review existing IA work and develop an action plan for the future
- To support the Trustees to understand and keep up to date with IA issues
- To ensure that CAEE's different internal stakeholders – volunteers, staff, Trustees – are consulted and their needs understood in the development of an IA strategy

In addition, the person would be expected to undertake the statutory duties of all trustees and contribute to Trustee discussions on other issues, including financial management and fundraising, human resources issues, overseeing service developments and ensuring that the charity has good governance.

Key Qualities

The person who holds this post will have:

- Have the ability and willingness to commit to and work within the aims, principles and policies of the Citizens Advice service
- A clear idea of the social issues that face people living in inner-City London and have a strong commitment to help tackle them
- Experience of working on Information Assurance in the charity, private or public sector
- Sufficient knowledge and skills to be able support staff to develop the organisation's IA strategy
- Capacity to take a pro-active role
- Previous charity experience would be helpful.

CAEE: Marketing and Communications Trustee Role Description

Purpose of the Role

- To enable CAEE to develop a more pro-active approach to marketing and communication
- To lead on marketing and communication across the organisation
- To support staff, volunteers and Trustees to improve marketing and communication across the organisation.

Specific Activities

- To contribute to the development and implementation of an integrated strategic marketing and communications plan, allowing CAEE to enhance relationships with targeted external audiences including the media, and key influencers
- To review internal communication and develop a framework for the future
- To aware of national Citizens Advice branding requirements and ensure these are being applied
- To liaise with Research and Communications lead to improve promotion of R&C using traditional and social media
- To broaden awareness of CAEE's vision, mission and values; and increase its visibility across a wider audience
- To help develop CAEE's on-line presence including it's website, Twitter and other social media channels.

In addition, the person would be expected to undertake the statutory duties of all trustees and contribute to Trustee discussions on other issues, including financial management and fundraising, human resources issues, overseeing service developments and ensuring that the charity has good governance.

Key Qualities

The person who holds this post will have:

- Have the ability and willingness to commit to and work within the aims, principles and policies of the Citizens Advice service
- A clear idea of the social issues that face people living in inner-City London and have a strong commitment to help tackle them
- Strong background and experience in marketing and communications
- Acting as brand champion at strategic level and engaging with internal/external stakeholders to promote brand opportunities
- Track record of success in managing a strategy to increase profile and awareness locally and regionally
- Experience of developing social media content and campaigns
- Capacity to take a pro-active role
- Previous charity experience would be helpful

CAEE: Fundraising Trustee Role Description

Purpose of the Role

- To support CAEE as it seeks to expand its sources of voluntary income
- To help the organisation maximise the value of its links with City firms
- To support staff, volunteers and Trustees to improve fundraising across the organisation.

Specific Activities

- To contribute to the development and implementation of a strategic fundraising plan which enables CAEE to better meet the needs of local communities
- To review fundraising materials and work with staff to ensure they are fit for purpose
- To support the Chief Executive in identifying future fundraising opportunities
- To support the Chief Executive in developing links and pitches with potential corporate partners
- To help drive the growth of unrestricted income.

In addition, the person would be expected to undertake the statutory duties of all trustees and contribute to Trustee discussions on other issues, including financial management and fundraising, human resources issues, overseeing service developments and ensuring that the charity has good governance.

Key Qualities

The person who holds this post will have:

- Have the ability and willingness to commit to and work within the aims, principles and policies of the Citizens Advice service
- A clear idea of the social issues that face people living in inner-City London and have a strong commitment to help tackle them
- Strong background and experience in fundraising
- Demonstrable knowledge of bid-writing, partnership building and prospect research
- Capacity to take a pro-active role
- Good written and presentation skills
- Previous charity experience would be helpful.

CAEE: Finance Trustee Role Description

Purpose of the Role

- To support the work of the Board's Finance and HR sub-committee in overseeing the organisation's financial health and HR policies and practices.
- To support staff, volunteers and Trustees to improve financial processes and decision-making across the organisation.

Specific Activities

- To sit on the quarterly Finance and HR sub-committee, supporting the committee's chair in reviewing quarterly accounts and reporting to the full board
- To support the Chief Executive and Head of Finance in executing proper processes and policies in relation to the organisation's finances
- To help the Chief Executive, Head of Finance and board with financial planning, preparing budgets and identifying and offsetting potential financial risks to the organisation
- To assist in the preparation and authorisation of appropriate HR and financial policies for the organisation.

In addition, the person would be expected to undertake the statutory duties of all trustees and contribute to Trustee discussions on other issues, including financial management and fundraising, human resources issues, overseeing service developments and ensuring that the charity has good governance.

Key Qualities

The person who holds this post will have:

- Have the ability and willingness to commit to and work within the aims, principles and policies of the Citizens Advice service
- A clear idea of the social issues that face people living in inner-City London and have a strong commitment to help tackle them
- Strong accounting and/or treasury background and experience
- Capacity to take a pro-active role
- Previous charity experience would be helpful.

CAEE: Safeguarding Trustee Role Description

Purpose of the Role

- To support volunteers, staff and Trustees to develop up-to-date processes and policies which meet the needs of our clients and reflect the reality of our work
- To work with volunteers, staff and Trustees to ensure these processes and policies are executed consistently and well
- To keep abreast of developments in safeguarding practice and policy outside of CAEE and bring this knowledge into the organisation

Specific Activities

- To contribute to a review of CAEE's safeguarding policies and processes
- To be the designated safeguarding Trustee for CAEE
- To support the Chief Executive with safeguarding issues as they arise
- To keep the broad up-to-date with safeguarding issues as they arise

In addition, the person would be expected to undertake the statutory duties of all trustees and contribute to Trustee discussions on other issues, including financial management and fundraising, human resources issues, overseeing service developments and ensuring that the charity has good governance.

Key Qualities

The person who holds this post will have:

- Have the ability and willingness to commit to and work within the aims, principles and policies of the Citizens Advice service
- A clear idea of the social issues that face people living in inner-City London and have a strong commitment to help tackle them
- Strong background and experience in safeguarding, especially with adults
- Capacity to take a pro-active role
- Good written and presentation skills
- Previous charity experience would be helpful.

CAEE: Administrator Trustee Role Description

Purpose of the Role

- To support the Trustee Board to develop up-to-date and effective processes to record, document and communicate its decision-making
- To ensure the formal work of the Trustee Board is communicated, as appropriate, with the CEO, SMT and staff/volunteers within the organisation
- To keep abreast of developments in administrative practice outside of CAEE and bring this knowledge into the organisation

Specific Activities

- To minute meetings of the Trustee Board and communicate and follow up matters arising
- To be responsible for Trustee Board administration and that governance requirements are addressed by the Board
- To be the designated administrative Trustee for CAEE
- To support the Chair with administration issues as they arise
- To keep up-to-date with administration issues as they arise and the administrative requirements placed on the Board by its membership agreement with National CAB and under the Charities Act.

In addition, the person would be expected to undertake the statutory duties of all trustees and contribute to Trustee discussions on other issues, including financial management and fundraising, human resources issues, overseeing service developments and ensuring that the charity has good governance.

Key Qualities

The person who holds this post will have:

- The ability and willingness to commit to and work within the aims, principles and policies of the Citizens Advice service
- A clear idea of the social issues that face people living in inner-City London and have a strong commitment to help tackle them
- Strong background and experience in administration or secretarial roles
- Capacity to take a pro-active role
- Good written and presentation skills
- Previous charity experience would be helpful.