

Trustee Job description

Our trustees play a vital role in making sure that Citizens Advice North Staffordshire, known as CANS, achieves its core purpose. As the People's Champion, at CANS we believe that everyone deserves access to good quality, free, independent advice when they need it most. Our trustees oversee the overall management and administration of the charity. They also ensure that CANS has a clear strategy and that our work and goals are in line with our vision to Empower, Encourage and Enable our clients to leave our service in a better place than when they first came to us. Just as importantly, the trustees support and challenge the executive team to enable CANS to grow and thrive, always looking ahead with purpose and through this, achieve our mission.

Board members have a collective responsibility. This means that trustees always act as a group and not as individuals.



What will you do?

- complete an induction for your role
- take responsibility for your own learning and development
- maintain an awareness of how CANS is operating
- actively contribute to setting policy and strategic direction, defining goals, setting targets and evaluating performance
- regularly attend, prepare for and participate in meetings
- monitor whether the service complies with its governing document, whether it meets Citizens Advice standards and how well the advice needs of the local community are being met
- monitor the financial position of CANS ensuring that it operates within its means and objectives, ensuring that there are clear lines of accountability for day-to-day financial management
- support the development of CANS through participation in agreed projects
- actively seek to further the strategic objectives of CANS and act in the best interests of CANS at all times
- maintain confidentiality about any sensitive/confidential information received in the course of duties as a trustee
- take part in Board sub-committees, mentoring managers and taking part in appointment, appeal or disciplinary meetings where required



What's in it for you?

- the opportunity to use your experience to make a positive impact for people in your local area by ensuring that CANS 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 knowledge and skills
- increase your employability

And we'll reimburse expenses too.



What do you need to have?

You don't need specific qualifications or skills, but you'll need to:

- understand and accept the responsibilities and liabilities as trustees and employers
- be available and commit to attend CANS trustee board meetings
- effective communication skills and a willingness to participate actively in discussions and to gain knowledge of local needs and resources
- commit to the aims, principles and policies of the Citizens Advice service, including those relating to equal opportunities and independence
- the willingness and ability to act in the best interests of CANS
- the willingness to participate in democratic process which develops Citizens Advice policies by area and nationally
- have good numeracy skills to understand CANS accounts with the support of the treasurer
- be willing to learn, develop and examine your own attitude
- be willing to undertake annual mandatory training in your role
- able to work effectively as part of a team
- have experience of the issues faced by the various communities served by CANS



How much time do you need to give?

Trustee Boards usually meet in the evenings to accommodate the needs of trustees, and you'll likely need to give approximately 3.5 hours of your time to attend the meetings which take place, as a minimum, 6 times a year. 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, 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 ethnic minority communities.

If you are interested in becoming a trustee and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



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