

Citizens Advice LeicesterShire

Trustee Application Pack

June 2022

Message from the Chief Executive, Richard Evans



Thank you for your interest in becoming a trustee at Citizens Advice LeicesterShire (CitAL).

Being a trustee is rewarding, challenging and educational. As a trustee, you play an important role in the development of CitAL, working closely with myself and members of the Central Management team to deliver an excellent service to clients across Leicester and Leicestershire.

We are looking to bring on board trustees who have a passion for helping local communities and to enable us to widen our expertise and knowledge within the trustee board. In particular, if you have a background in HR, local health or mental health services, Equality Diversity and Inclusion (EDI) tendering and/or commissioning or accountancy then we would be delighted to hear from you.

We want our board to not only reflect the diversity in our staff and volunteers but also the communities we serve and therefore welcome applicants of all ages, ethnicities, identities and backgrounds.

Richard Evans

A handwritten signature in black ink that reads "R Evans".

About us Citizens Advice LeicesterShire

We are in the City and County

We have a number of teams that offer advice to clients in Leicester City, Blaby, Harborough, Hinckley & Bosworth, North West Leicestershire and Melton. We provide generalist advice on a wide range of issues including benefits, debt, housing, employment, relationships and family, immigration, discrimination and community care issues.

We offer specialist services

We offer a number of specialist services including:



Our debt teams Money Advice and Money Max that work with clients with money planning and processes such as bankruptcy and debt relief orders.



A Help-to-Claim service that deals specifically with supporting new universal credit claimants through to their first payment.



Pension Wise that offers advice to over 50's on what pension options are available to them.



Our health advice services include Mesothelioma, Macmillan and most recently, our East Midlands Sickle Cell and Thalassaemia (EMSTN) advice service. All of these services provide benefit advice and support, including appealing and challenging decisions.

Supporting people in our local community

Our advice services are free, independent, impartial and confidential. We are here to help and support everyone and will listen without judgement.

How Citizens Advice LeicesterShire works

Our people

CitAL has a trustee board of up to 12 people who are all volunteers. Trustees bring a wide range of professional skills, knowledge and local insight to the governance and development of our network of vital community advice services. The trustees, in conjunction with the CEO, are responsible for setting CitAL's overall strategy and budget. Day to day running and further development of the organisation is the responsibility of the CEO who, alongside the central management team, oversees the delivery of our services.

CitAL has 55 paid staff and over 60 volunteers working in various roles including assessors, advisers, supervisors, research and campaigns and more.

The impact we have

In 2021-22, we helped 26,725 clients with 55,693 issues, 40% of these being in relation to welfare benefits and 13% regarding a debt issue. We answered 35,529 telephone calls and there were 392,269 visits to online advice. For our 2021-22 full impact report, visit [here](#).



Our clients

Our clients come to us from all walks of life and we see a diverse range due to the wide area that we cover across the City and County. Between 2021-22, 59% of our clients were female, 56% were disabled or had a long term health condition and 29% were Asian, Black or of another ethnic heritage.

Our research & campaigns

The information provided to us by the clients we see, provides us with a unique insight into the problems faced by people living in Leicester and Leicestershire. We are able to spot developing trends and this helps us to develop services, create campaigns and speak up for our clients.

Valuing diversity

The Citizens Advice service is committed to valuing diversity and promoting equality. We encourage and welcome applications from suitably qualified candidates from all backgrounds regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

Our website

Please visit our website for further information about the services we offer: www.citizensadviceleicestershire.org



Trustee role description

Our trustees are required to attend a minimum of 7 meetings per annum, including the AGM and sub groups that meet to discuss specific issues. As a trustee you will:

- set policy and strategy direction, and evaluate the performance of CitAL
- monitor the financial position of CitAL ensuring that it operates within its means and objectives, ensuring that there are clear lines of accountability for day to day financial management
- monitor how well the service meets the needs of local people
- ensure that CitAL remains an attractive place to work and volunteer
- review its own work and how effectively it operates including action for improvement
- help raise the profile of CitAL among local networks and communities

As a trustee, you may be asked to:

- maintain an awareness of how CitAL is operating
- read papers for board meetings and attend at least 7 board meetings per year
- work on specific projects with other trustees or staff within CitAL to further the strategic objectives of the organisation
- actively partake in discussions during board meetings

The many benefits of becoming a trustee with CitAL include:

- making a positive impact for people in your local area by ensuring CitAL is sustainable and meeting the needs of the community
- meeting people and build relationships with trustees, staff and other volunteers
- building on your governance, leadership and strategy skills
- increasing your employability

We will reimburse your expenses

Person Specification

Essential Criteria		Measured at	
		Application	Interview
1.	Understand and accept the responsibilities and liabilities as trustees	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2.	Be non-judgmental and respect views, values and cultures that are different to your own	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3.	Have good listening, verbal and written communication skills	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.	Be able to exercise good independent judgement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5.	Have good numeracy skills to understand accounts with the support of the treasurer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6.	Be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and be	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

	willing to complete annual GDPR training		
7.	<p>Knowledge and/or experience in one or more of the following areas:</p> <ul style="list-style-type: none"> ● HR ● Health Services ● Mental Health ● Equity Diversity and Inclusion (EDI) ● Tendering and/or commissioning ● Accountancy ● IT ● Specialist advice ● Social Policy 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>