

# Help us make a difference

---

**We are looking for  
volunteers to join our  
board of trustees**

---

## Information Pack





**Derbyshire  
Districts**

# Who we are

**Each year, Citizens Advice give millions of people the knowledge and confidence to find a way forward.**

**We do this by providing advice, education and support, and influencing policies and practices that affect our clients.**

**Our service provides free, independent, confidential and impartial on their rights and responsibilities.**

**We value diversity, promote equality and challenge discrimination.**

Citizens Advice operates as a network of individual local organisations. The service began in 1939 on the day war was declared. Its aim was to provide information on evacuation, homelessness and missing relations.

Over the last 83 years it has developed and grown in both scope and scale. Last year Citizens Advice helped 2.4 million people face to face, over the phone, by email and webchat. There were also over 60 million visits to our online advice pages.

We help with everything from money issues to problems at work, housing to consumer rights. Sometimes a person has more than one problem, and often they are linked. We tackle issues in the round making sure people get all of the support they need.



Each individual Citizens Advice organisation operates as an independent local charity. It is not a part of Government and is not directly funded by taxes.

Citizens Advice Derbyshire Districts is a company limited by guarantee and a charity. The organisation is also a member of the National Association of Citizens Advice Bureaux (Citizens Advice).

This means that while the organisation is responsible for the services it delivers, the people it employs and the funding it generates, it does so within the membership agreement.

The membership agreement sets out what is expected of an organisation in order to operate as a Citizens Advice and covers areas such as governance, management, service delivery, finance and quality.

[You can find a copy of the 2020/21 Annual Accounts here](#)

# How we help

**citizens  
advice**

**Derbyshire  
Districts**

Citizens Advice Derbyshire Districts covers a wide range of communities and needs, from rural hamlets to industrial towns. The majority of our clients are of working age, many with children or other dependents.

**In 2020/21 our advice has helped people stay in work, prevented housing evictions, kept families together and reduced the costs of health interventions.**

- **17,839 people helped**
- **85,178 problems tackled**
- **£16m secured in benefits and grants**
- **£4.7m debt rescheduled or written off**

## **Help on the high street...**

We provide face-to-face help and advice every week day through our network of **main offices** across the Derbyshire Districts area. They are located in Heanor for Amber Valley, Ilkeston in Erewash, Matlock for Derbyshire Dales, and Buxton, and Glossop in High Peak. All our offices provide both appointment and drop-in sessions enabling clients to access advice at times to suit their lives.

## **Help over the phone...**

Our **freephone Adviceline** covers the whole of the Derbyshire Districts area. It operates Monday to Friday, 9am to 4pm. Last year we received more than 13,000 calls from people across the Derbyshire Districts area. This service enables clients to make contact with us quickly regardless of location. A short assessment will then establish how best to help the client, through signposting or referral, on the spot information or booking an appointment with an adviser.

## **Help in the heart of the community...**

Our **outreach service** is one of the largest in the country, serving 84 locations. Our advisers run sessions in most GP surgeries, children's centres and local community buildings across our area. The project is focused on tackling the root cause of problems before they develop into health and crisis issues.

## **Help during a global pandemic...**

The **Covid-19 pandemic** brought with it new problems, challenges and uncertainty in the delivery of our services. But we adapted, and with the incredible resilience of our staff and volunteers, were still there to help people find a way forward, whoever they were and whatever their problem.



# Person specification

citizens  
advice

Derbyshire  
Districts



**We are looking for enthusiastic individuals to lead our charity, help us develop our services and secure the vital resources we need to go forward. We need individuals who will bring relevant experience, vision and commitment.**

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

- be non-judgmental and respect views, values and cultures that are different to your own
- have good listening, verbal and written communication skills
- be able to exercise good independent judgement
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- be willing to undertake training in your role, in particular on the role of trustee so you can understand and accept the responsibilities and liabilities

# About the role



As a trustee of Citizens Advice Derbyshire Districts, you will be responsible for developing and guiding the strategic direction of the organisation as well as ensuring the long term stability of the charity.

You will need to communicate effectively with the rest of the board as well as stakeholders, potential donors and opinion formers. You will need to be persuasive and have good influencing skills.

## Commitment and remuneration

Citizens Advice Derbyshire Districts has a maximum of 15 trustees who meet as a full board four times a year.

Trustees are also expected to attend one of three subcommittees (finance, human resources and service delivery) that meet in line with the board meetings.

Meetings are two hours long and take place in Matlock or over Zoom. They are generally held in the early evening, although we can provide flexibility on timing.

In addition, it is hoped that trustees will become actively involved in the charity by attending away days, fundraising and promotional events or by participating in working groups.

Trustees are appointed for an initial period of three years, but are eligible for re-election for a further term of office of three years (maximum of six years total).

Reasonable expenses will be met.

## Key responsibilities

- to commit to the vision and ethos of Citizens Advice Derbyshire Districts
- to safeguard the good name and reputation of Citizens Advice Derbyshire Districts and be an effective ambassador
- to contribute actively to the board of trustees by giving strategic direction, setting overall policy, defining goals and priorities, setting targets and evaluating performance
- to ensure that the organisation complies with its governing documents, charity and company law and other legislation and regulations
- to ensure the financial stability of the organisation and its efficient administration
- to support and constructively challenge the senior management as a "critical friend"

Trustees are required to undertake a Disclosure and Barring Service check. The possession of a criminal record will not necessarily prevent you from obtaining this post, as all cases are judged individually according to the nature of the role and the background and circumstances of an offence.

You can find more about the duties and responsibilities of trustees here:

[www.charitycommission.gov.uk/publications/cc3.aspx](http://www.charitycommission.gov.uk/publications/cc3.aspx)

# How to apply

---

Any queries? Or to discuss the opportunity further contact  
Dorcas Bunton, Chair of Trustees at  
[Dorcas.bunton@ddcab.org.uk](mailto:Dorcas.bunton@ddcab.org.uk)



or Chloe Doxey, Chief Officer at  
[chloe.doxey@ddcab.org.uk](mailto:chloe.doxey@ddcab.org.uk)

Please complete and return the application form to  
[hr@ddcab.org.uk](mailto:hr@ddcab.org.uk).

Closing date: 9am, Tuesday 3 May 2022  
Interviews: mid to late May 2022