

**citizens
advice**

**Derbyshire
Districts**

Charity Trustee

(part time voluntary role)

Can you help us change lives?

We are looking for volunteers to join our board of trustees to help lead the charity and support the management team in developing our services and securing the vital resources we need to meet demand.

We seek four enthusiastic individuals who can spare a few hours a month alongside any existing role or commitments to make our board up to 15 people.

Our aim is for a diverse board who represent our population and all those that use our services. No specific skills or experience required, but ideally applicants will live, study or work in or nearby the areas we service.

Our board comes from many different backgrounds. What they all share is a passion for representing the local community and the diversity of clients who benefit from our free and impartial advice.

This is an unpaid role but all reasonable expenses are reimbursed. A role as a trustee can provide you with a great deal of experience and satisfaction, the opportunity to develop your skills, and utilise any expertise and knowledge to benefit the local community.



"I really believe in the work we do as trustees - supporting and overseeing an organisation that truly makes a difference to local people's lives."

Linda, vice chair of the board of trustees

Who we are.

Citizens Advice is a network of 300 local independent charities, and Derbyshire Districts (covering residents of Amber Valley, Derbyshire Dales, Erewash and High Peak) is a well funded and high performing member with over 150 staff and volunteers.

Last year our advice helped people in crisis stay in work, prevented families being evicted from their homes, helped thousands of people tackle crippling debt and enabled people to access the welfare rights they are entitled to.

We would love to hear from you.

We are keen to welcome people from all backgrounds with a broad range of experience as we aspire to have a diverse board which reflects our clients and communities.

Visit www.citizensadvice.derbyshiredistricts.org.uk to find out more about the role and download a recruitment pack.

Closing date for applications: **Monday 27 November 2023**

Interviews will be held: **TBC**



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 84 years it has developed and grown in both scope and scale. Last year Citizens Advice helped 2.55 million people face to face, over the phone, by email and webchat. There were also 58 millions views of 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 2021/22 Annual Accounts here](#)

How we help

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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 2022/23 our advice has helped people stay in work, prevented housing evictions, kept families together and reduced the costs of health interventions.

- **22,606 people helped**
- **109,814 problems tackled**
- **£15.1m secured in benefits and grants**
- **£5.1m 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 14,000 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

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Derbyshire
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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. They are generally held in the day or 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

How to apply

Any queries? Or to discuss the opportunity further contact
Dorcas Bunton, Chair of Trustees at
Dorcas.bunton@ddcab.org.uk



or Chloe Doxey, Chief Officer at
chloe.doxey@ddcab.org.uk

To apply, please complete and return the application form or send a CV and covering letter to
hr@ddcab.org.uk.

Closing date: Monday 27 November 2023
Interviews: TBC