

Trustees

Recruitment pack
2024

**citizens
advice**

**Nottingham
& District**



Welcome

Dear candidate

Thank you for your interest in our trustee role within Citizens Advice Nottingham & District. I am sure you will find this a rewarding and engaging role.

Put simply, Citizens Advice transforms people's lives. Whether it is advising the person lost in the benefits system, supporting families struggling with debt, or seeking compensation for those who have 'suffered a loss' because they couldn't easily demonstrate their right to live in the UK; we are an organisation whose impact is felt locally, nationally and internationally.



Nottingham is diverse and dynamic, with over 323,700 people calling it home, and is ranked the 11th most deprived district in England in the 2019 Indices of Multiple Deprivation (IMD). We also serve the boroughs of Gedling and Rushcliffe, with populations of 117,300 and 121,400 retrospectively. Our vision is that everyone who lives, works or studies in these areas has the knowledge and confidence to deal with the issues they face.

We empower our residents to help themselves wherever possible.

Citizens Advice Nottingham & District is the lead agency for Advice Nottingham, a consortium of advice agencies providing vital services to people through a range of channels. Our dedicated staff, volunteers and partners work to robust quality standards providing a service that secures high client satisfaction.

Like most charities, we face real challenges between providing the best advice we can against the growing demand from clients with increasingly complex needs.

We need to:

- plug into all the community assets across our area to ensure that the support networks for the most vulnerable are effective
- invest in digital technology to improve ease of access for people with disabilities and restricted mobility
- harness our creativity and innovation to continuously improve service delivery
- develop our income streams to shore up our financial resilience.

Most importantly, we need to continue to be a valuable resource in the Nottingham, Gedling and Rushcliffe areas. We identify new and emerging needs in our communities and maintain close links with our local councils and statutory bodies to co-produce solutions.

We are also effective in identifying areas where we can all do better to support clients. We actively explore new partnerships and opportunities to enrich the information and advice available to clients.

As a member of the Trustee Board, the networks and knowledge you bring will support Citizens Advice Nottingham & District's strategic development. Good governance and a strong Board are critical in enabling the Chief Officer and her team to deliver effectively.

Promoting equality and human rights remains a top priority for Citizens Advice Nottingham & District and as a member of the Board, you will play a pivotal role in steering the team to great outcomes for the community.

Yours sincerely

Jemma Chambers - Chair of the Board of Trustees

About us

Our vision

Our vision is of a Nottingham where everyone who lives, works or studies in the area has the knowledge and confidence to deal with the issues they face. Our diverse range of residents are empowered to help themselves, or, where required, provided with direct assistance. Local and national decision makers are well-informed about the impact of their decisions on local people and act in their interests.

Our mission

Our mission is to use the full range of our services, channels and partnerships to:

- provide reliable and consistent advice and information in an accessible and effective way so that they know their rights and responsibilities and are able to take action themselves
- target those who are less able to access advice or take action themselves and provide them with direct support if required
- use evidence to improve our services, maximise our reach

and ensure we are meeting the advice and information needs of diverse communities

- influence local and national decision makers by providing them with evidence about the impact of their decisions in order to improve the systems, policies and practices that affect people's lives.

Our values

We are a member of Citizens Advice, our national membership body, and we actively promote the principles underlying the whole Citizens Advice service.

- ⇒ We are independent, impartial and non-judgemental.
- ⇒ Our services are free and confidential.
- ⇒ We value diversity, promote equality and challenge discrimination in our service, our workforce and our partnerships.
- ⇒ We are a learning organisation, using evidence to improve our effectiveness and efficiency.

Every year thousands of people come to us for free, independent, confidential, and impartial advice and information. We're here for everyone and help with problems like managing debt or household bills, understanding rights at work, housing issues, claiming Universal Credit, employment law and much more.

The Citizens Advice service aims to:

- provide the advice people need for the problems they face
- improve the policies and practices that affect people's lives.

The challenges of COVID did not stop the brilliant work our staff and volunteers do to support clients across our communities. We adapted our working practices and used technology to ensure we were available throughout the pandemic.

Citizens Advice Nottingham & District is a brilliant dedicated team of 53 paid staff and 47 volunteers who go out of their way to support everyone who comes to us.

We operate a number of projects including Help to Claim, MS Society, and Trussell Trust across a number of locations.

Through our daily interaction with clients, we have a credible understanding of local needs. We use our data and insight to tailor our services, as well as help improve policies and practices locally.

We put our clients' needs at the heart of our decision-making.

You can find out more details about our charity at

www.citizensadvicenottingham.org.uk



Strategic objectives

Our key strategic priorities are:

People—Human Resources

Our aim is:

- to value diversity, promote equality and challenge discrimination within our organisation
- to be the best employer we can afford to be
- to recruit and train new volunteers and expand the roles they undertake to help us
- to develop the strength and skills of all our staff and volunteers
- to review terms and conditions for staff to ensure they are fit for purpose and where possible reflect best practice
- to ensure training and development plans are in place for all staff and, where appropriate, volunteers.

Finance

Our aim is:

- to take steps to ensure the financial stability of the organisation
- to diversify funding streams to reduce the reliance on our current core funders
- to demonstrate to our funders the achievements and outcomes their funding helps us deliver
- to work in partnership to maximise the use of funding available
- to ensure we have the skills to successfully make bids for funding and commissioning of services
- to review service overheads and ensure the organisation is running as efficiently as possible
- to implement new funding and fundraising strategies.

Performance Management

Our aim is:

- To develop a new performance management framework to improve the way we monitor and report our performance across all aspects of our services.
- To provide regular reports on our performance to staff, volunteers and funders.
- To promote performance management across the organisation and increase its importance as part of our culture.

Service Delivery

Our aim is:

- to value diversity, promote equality and challenge discrimination across the service delivery
- to review current levels of service delivery, particularly face-to-face and by telephone, to ensure we are meeting the needs of our clients

- to learn from best practice elsewhere, again particularly the changes being made in response to the pandemic
- to work with Citizens Advice nationally and locally to implement best practice, share resources, and avoid overlap and duplication
- to work with our Advice Nottingham partners to ensure uniformity of service and avoid overlap and duplication across the partnership, including specialisation of some services within the partnership
- to work with funders and commissioners to help them shape their tenders, service level agreements and performance indicators to ensure they are fit for purpose and reflect the value of our services to their communities.

During 2022/23:

we helped **9,006** people

£3,391,727 debts managed

£412,473 debts written-off

£4,449,749 benefits claimed

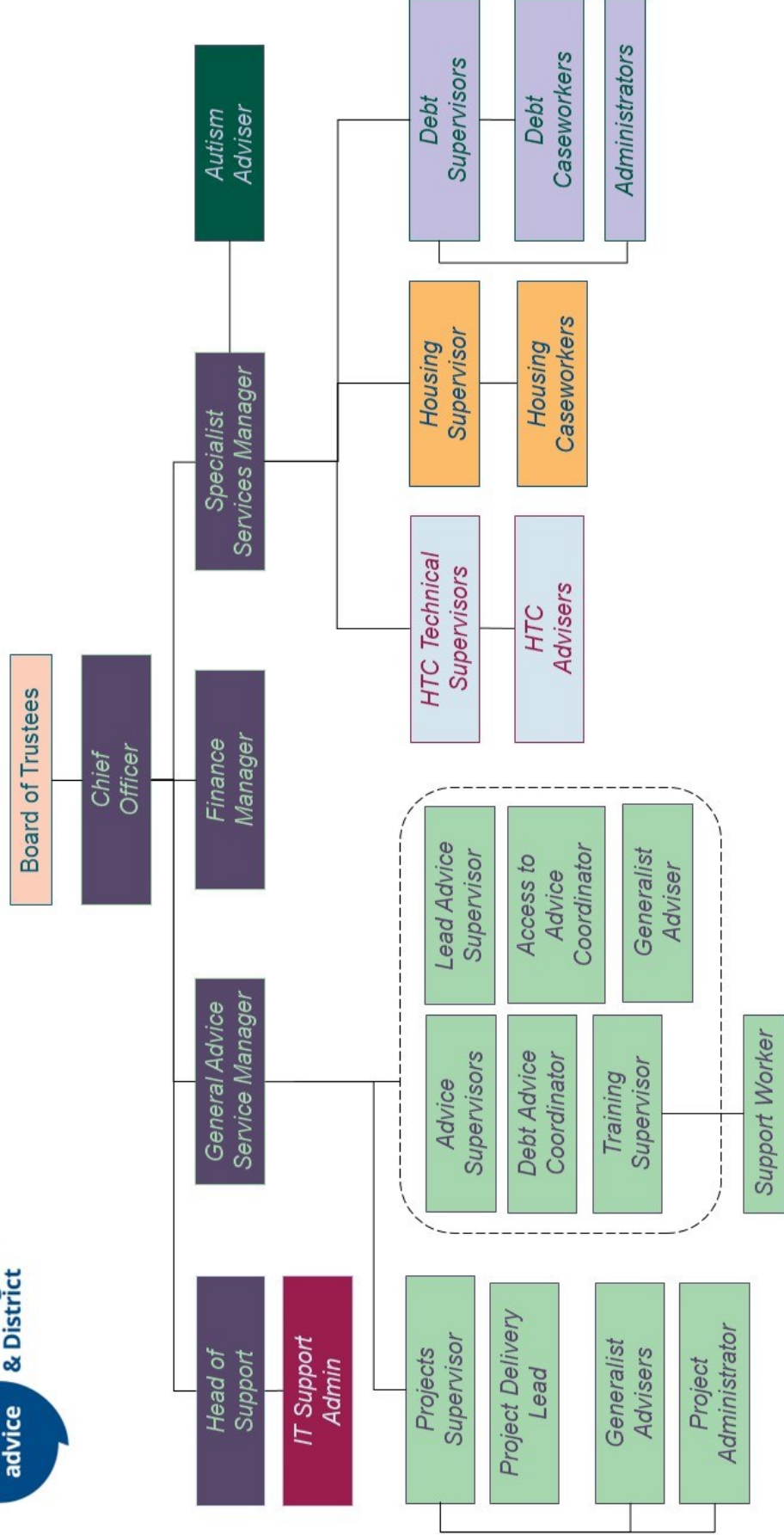
£223,218 income other than benefits



Organisation structure



Organisational structure (January 2024)



VOLUNTEERS – advisers, assessors, support workers

Trustee role description

Purpose

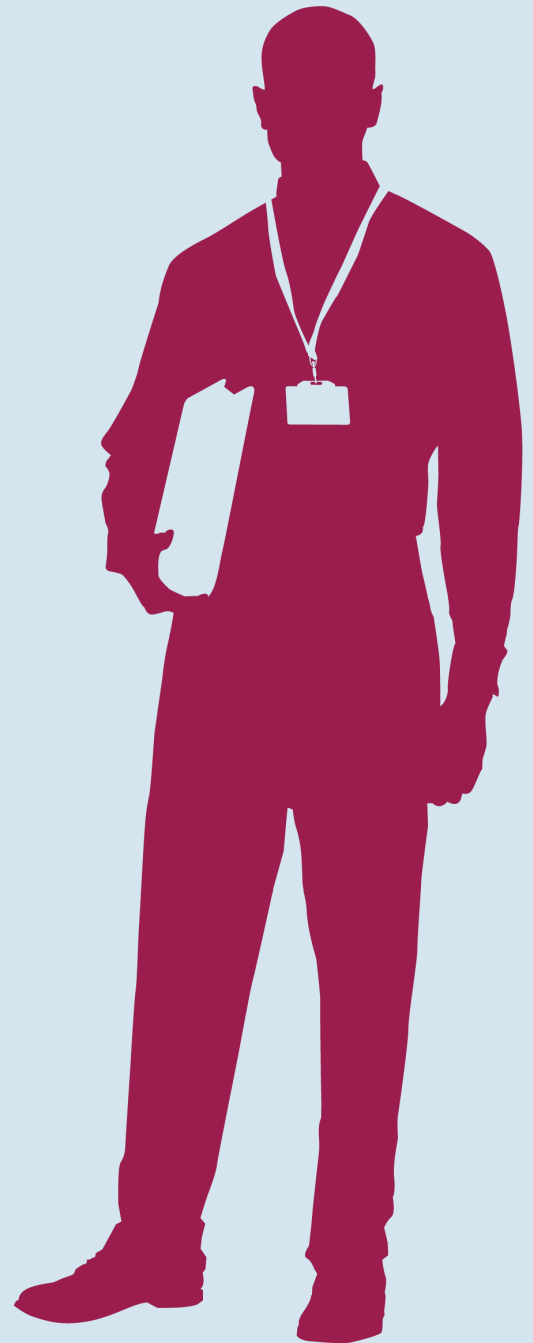
- Provide strategic leadership in collaboration with our Chair and fellow Trustees
- Work with Board colleagues to:
 - inspire staff, volunteers, and external stakeholders through the promotion of our vision, mission and values
 - develop and deliver our charitable objectives, through the strategic plan, as agreed by the Board
 - ensure that the organisation is compliant with all statutory and other requirements.

Key responsibilities

- Attend and offer strategic input into Board meetings and other events
- Support and advise staff and fellow Trustees in any area of appropriate professional expertise you possess, such as human resources, marketing, or project management
- Work with fellow Trustees to:
 - set policy, strategy, and targets
 - evaluate internal performance
 - Communicate the work of the Board to internal and external stakeholders

Person specification

- A commitment to our mission, aims and ethos, along with a willingness to devote the necessary time and effort.
- Experience of a governance role within a charitable, commercial, or public organisation.
- Ideally professional experience in human resources, marketing, or project management.
- A wish to make a difference for people at moments of challenge in their lives.
- Ability to explain information in an accessible way to fellow Trustees, staff, volunteers, and external stakeholders.
- Good, independent judgement, and an ability to think creatively.
- Ability to work effectively as a member of a team.
- An understanding and acceptance of the legal duties and responsibilities of trusteeship.



Location: Nottingham

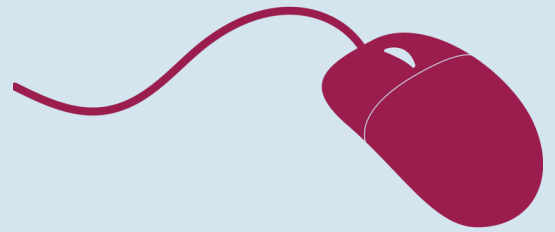
Time commitments:

Equivalent to about two days per month.

- Attend six Board meeting and two away days annually.
- Attend quarterly staff and volunteer briefings whenever possible.
- Offer support and leadership to our team in any professional specialism you can offer.

How to apply

To apply to become a member of the Trustee Board at Citizens Advice Nottingham & District, please send a copy of your CV, together with a supporting statement (maximum two sides).



Please ensure that your application fully addresses the requirements for the role. Please let us know if you will require any special provision as a result of any disability should you be called for interview.

Applications should be emailed to:

trustee.recruitment@citizensadvicenottingham.org.uk

Our commitment to equality, diversity and inclusion

We welcome applications from people of all backgrounds who can bring different skills, experience and perspectives to strengthen our Board.

The Citizens Advice service is committed to valuing diversity and promoting equality.

We welcome and encourage applications from suitably qualified disabled people, people with physical or mental health conditions, LGBT and non-binary people, and people from Black, Asian and Minority Ethnic communities

Queries

If you would like to know more, please email our Chair, Jemma Chambers (jemma.chambers@citizensadvicenottingham.org.uk) to arrange a call back.

Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

Citizens Advice Nottingham & District is the operating name of Nottingham & District Citizens Advice Bureau.

Registered office:

16-18 Maid Marian Way, Nottingham NG1 6HS

Registered charity number: 701259

Authorised and regulated by the Financial Conduct Authority FRN 617690

citizensadvicenottingham.org.uk

