



Trustee Recruitment Pack

Thank you for your interest in volunteering with Citizens Advice Bury & Bolton as a trustee. This job pack should give you everything you need to know about the role, how to apply and what it means to volunteer at Citizens Advice service.

In this pack you'll find:

- Citizens Advice Bury & Bolton (CABB) – About Us
- Our values & 3 things you should know about us
- How the Citizens Advice network works
- Governance structures & commitment
- The Treasurer role, key responsibilities, skills and experience
- The treasurer role profile and person specification
- Key dates & how to apply.

Want to chat about the role? Contact:

Chief Executive Officer: Gary Malcomson via gmalcomson@cabb.org.uk

To apply, complete the form below:

<https://www.cabb.org.uk/volunteer-with-us>

Citizens Advice Bury & Bolton (CABB) – About Us

We are a dedicated local charity committed to offering free, impartial, and confidential advice, information and support to individuals across Bury & Bolton (with some out of area services). We value diversity, promote equality and challenge discrimination.

We are committed to putting equality and equity at the heart of everything that we do, with the overarching aim of being the go-to charity for anyone across Bury & Bolton in need of help, to find a way forward. This means we look at improving access, treating people with empathy and promoting an inclusive working environment for all of our colleagues.

As an individual charity, the Board of Trustees have overall responsibility for the strategic direction and oversight of CABB, delegating day to day management and delivery to the CEO and wider Executive Team, consisting of:

- Chief Executive Officer
- Director of Advice & Operations
- Director of Finance.

Whether individuals are facing a single issue or a complex set of problems we provide personalised one-to-one advice. During 2023, we assisted 17,000 individuals with over 55,600 unique issues and helped clients gain over £14m.

Our 2022-23 we had an income of £1.6m.

We do more than fix immediate problems, our advice makes a significant difference to the people we help:





Client Comments



Our values

We're inventive - We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous - We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible - We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about us

We're local:

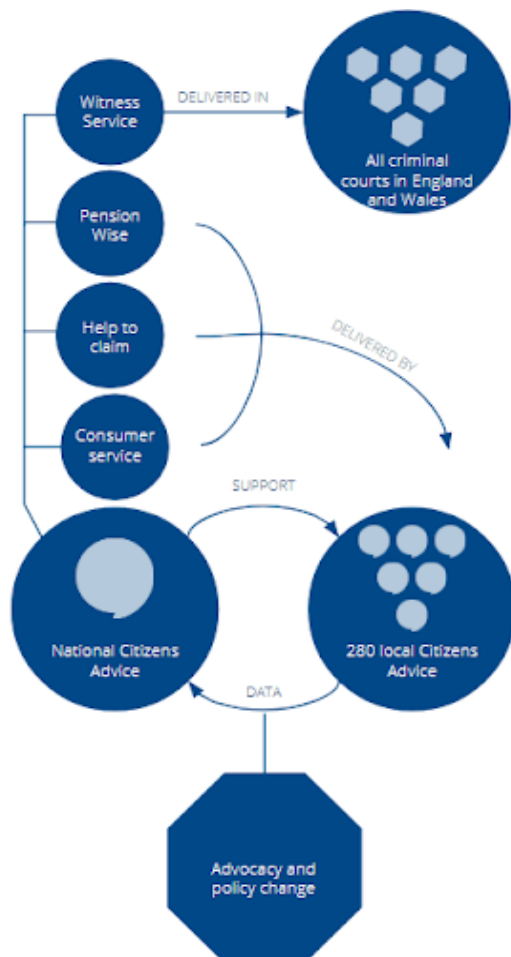
We have offices in Bury and Bolton, and deliver outreach sessions for clients across Bury, Bolton and other areas of Greater Manchester. During 2023, we assisted 17,000 individuals with over 55,600 unique issues and helped clients gain over £14m.

We're here for everyone:

Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

We're listened to - and we make a difference:

Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.



How the Citizens Advice network works

Citizens Advice Bury & Bolton is a member of the Citizens Advice service nationally with circa 250 local Citizens Advice members.

Citizens Advice nationally is a charity which includes 1000 national staff working in one of 4 offices, as homeworkers or as part of the Witness Service from over 240 courts across England and Wales 2500 Witness Service volunteers.

Local Citizens Advice are all independent charities, delivering services from over 600 local Citizens Advice outlets over 1,800 community centres, GPs' surgeries and prisons.

The network does this with 7,700 local staff and over 21,300 trained volunteers.

Our Governance Structures & Commitment

Trustees are responsible for deciding how the organisation is run, including setting the strategy, deciding how resources are used, and making sure the charity is fulfilling its purpose. We currently have 9x trustees.

Following a recent review of our governance structures, we have the following formal committees which report to the Board of Trustees:

- People & EDI Committee
- Finance & Risk Committee
- Service Impact & Quality Committee.

Our Board of Trustees meet on a quarterly basis. These meetings are usually in-person on Tuesday evenings and alternate between our Bury or Bolton offices, start at 6pm and last for 1.5 – 2 hours.

Our committees are also quarterly and, depending on the meeting, held in-person or remotely on Tuesday/ Thursday from 6pm.

In addition to meetings, there is an expectation that Trustees will spend time preparing for board/ committee meetings, and participating in ad-hoc meetings/ bespoke pieces of work, including our annual basis, we also have a senior leadership team away day for Trustees and the Executive Team.

The Role of a Trustee:

The role of the Trustees is to make sure that the organisation lives within its means and plans for the future. Trustees use their skills, knowledge and experience to volunteer.

Key Responsibilities:

- Complete an induction for your role.
- Maintain an awareness of how Citizens Advice Bury & Bolton is operating.
- Read papers for board meetings and actively contribute to discussions. In addition, you may also be elected to sit on one (or more) of the following:
 - People & EDI Committee
 - Finance & Risk Committee
 - Service Impact & Quality Committee.

- Work on specific projects with other trustees or staff within Citizens Advice Bury & Bolton to further our strategic objectives.
- Take an active part in discussions during board meetings and work with other trustees to:
 - Set policy and strategy direction, set targets and evaluate the performance of Citizens Advice Bury & Bolton.
 - Monitor the financial position of Citizens Advice Bury & Bolton ensuring that it operates within its means and objectives and ensuring proper financial control systems are in place to safeguard the organisation's resources that there are clear.
 - Seek the views of all sections of the community and monitor how well the service meets the needs of the local community.
 - Ensure that the service plans for the recruitment and turnover of staff and volunteers.
 - Review our work and how effectively we operate including action for improvement.

What's in it for you?

Volunteering is a great opportunity to give back to local communities and make a positive impact across Bury & Bolton (and beyond), while using your knowledge and skills.

This is a real opportunity to build on your governance, leadership and strategy skills.

By being part of the Citizens Advice network, you will also benefit from a vast range of training/ development opportunities, working groups and forums.

Skills/ Experience Required:

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

- Understand and accept the responsibilities and liabilities as trustees.
- 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 judgment.
- Have good numeracy skills to understand accounts.
- 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.

Valuing Inclusion:

At CABB, we value diversity, promote equity and challenge discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from racially minoritised communities.

Key Dates

Closing date	26th February 2024, 10am
Interview date	4th / 5th March 2024

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