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Trustees

Citizens Advice Dacorum is seeking additional trustees to join the board.

We are a charity that supports residents of Dacorum by providing free, confidential, and impartial advice through a team of paid and highly trained volunteers. Last year the estimated public value of that advice and volunteering was £14,639,717. We provided advice to over 6,000 clients on 17,800 enquiries. Over 99% of clients were satisfied with the way the adviser handled their query, 95% were satisfied with the advice they were given and 95% reported it was easy to access our service.

The trustee board, working with the Chief Officer, sets our strategy, develops the Business Plan, monitors performance, and supports the Chief Officer.

Being a free, advice provider our services are in great demand and client need is only likely to increase. With our Centre team expanding to cope with this we need to recruit additional trustees with experience of managing, whether a business, charity or people. The skills that we are particularly looking to gain on our Trustee Board are in Marketing & Communications, HR, Information technology and fundraising.

The trustee board meets quarterly in the early evening and most trustees participate in one of the sub committees covering Personnel and Operations and/or Finance and Performance as well as ad hoc activities.

Equity, diversity and inclusion are core to everything we do and we welcome applications from people from all backgrounds.

What will you do?



Citizens Advice Dacorum is authorised and regulated by the Financial Conduct Authority FRN: 617577
Registered Charity number 1085882 A company limited by guarantee
Registered in England and Wales - Company number 4174250
Citizens Advice Dacorum is an operating name of Dacorum District Citizens Advice Bureau

- complete an induction for your role
- maintain an awareness of how the local Citizens Advice is operating
- read papers for board meetings and attend on average 6 Trustee meetings plus 4 sub-committee meetings per year
- work on specific projects with other trustees or staff within the local Citizens Advice to further the strategic objectives of the local Citizens Advice
- take an active discussion during board meetings and work with other trustees to:
 - set policy and strategy direction, set targets and evaluate the performance of the local Citizens Advice
 - monitor the financial position of the local Citizens Advice ensuring that it operates within its means and objectives.
 - ensure that all the finances and supporting financial control systems of the local Citizens Advice are in order including that full financial records are kept for all transactions, that money is only spent for the purpose given, and that proper financial controls are in place to safeguard the organisation's resources
 - monitor the financial position of the local Citizens Advice ensuring that it operates within its means and objectives, ensuring that there are clear lines of accountability for day to day financial management
 - 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 its own work and how effectively it operates including action for improvement



What's in it for you?

- make a positive impact for people in your local area by ensuring the local Citizens Advice is sustainable and meeting the needs of the community
- meet people and build relationships with trustees, staff and other volunteers
- build on your governance, leadership and strategy skills
- increase your employability

And we'll reimburse expenses too.



What do you need to have?

You don't need specific qualifications or skills but you'll 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 with the support of the treasurer
- 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

We are particularly looking for Trustees with an interest in marketing & communications, HR, information technology, and fundraising.



How much time do you need to give?

Trustee boards usually meet in the evenings. You'll likely need to give approximately 4 hours per week. You may need to attend other meetings if you're involved in specific projects, or to meet with volunteers and staff occasionally within the local Citizens Advice. We can be flexible about the time spent and how often you volunteer so come and talk to us.



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

If you are interested in becoming a trustee and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



Contact details

Please send a concise CV and letter demonstrating how you fulfil the requirements in the information provided to CEO Angela Fox - ceo@dacorum.cabnet.org.uk

If you would like to know more about this opportunity, please email Angela Fox at the above email address to arrange a call back to discuss your interest further.

You can find out more about us on our website www.dacorumcab.org.uk