

The Forum, Marlowes  
Hemel Hempstead  
Hertfordshire HP1 1DN  
(Registered Office)

**Adviceline: 0800 144 88 48**  
Textphone: 18001 0800 144 8884  
[www.dacorumcab.org.uk](http://www.dacorumcab.org.uk)  
CEO Angela Fox

## Trustees

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

Citizens Advice is a national charity that provides free, confidential and impartial advice through local, independent charities.

We provide these services through a team of paid staff and highly trained volunteers. Last year, the estimated public value of that advice and volunteering was £19,491,328. We provided advice to over 7,300 clients on 24,369 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 Executive Officer, sets our strategy, develops the Business Plan, monitors performance, and supports the Chief Executive 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 two sub committees covering Personnel and Operations and Finance 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?

- complete an induction for your role
- maintain an awareness of how we operate

- read papers for board meetings and attend on average 4 Trustee board meetings plus 4 sub-committee meetings per year
- work on specific projects with other trustees or staff to further our strategic objectives
- take an active role in discussions during board meetings and work with other trustees to:
  - set policy and strategy direction, set targets and evaluate our performance
  - ensure that all our finances and supporting financial control systems 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 our resources
  - monitor our financial position ensuring that we operate within our 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 we are 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



## 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 on sub-committees or in specific projects, or to meet with volunteers and staff occasionally.



## 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 - [Recruitment@dacorum.cabnet.org.uk](mailto:Recruitment@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](http://www.dacorumcab.org.uk)



Citizens Advice Dacorum is an operating name of Dacorum District Citizens Advice Bureau Limited. Charity registration number: 1085882. Company limited by guarantee registered number: 4174250 England and Wales. Authorised and regulated by the Financial Conduct Authority. FRN: Number 617577. We are registered with the Information Commissioner's Office under reference Z5295136 and will process your personal data in accordance with the General Data Protection Regulation and Data Protection Act 2018. Please refer to our online Privacy Policy at [www.dacorumcab.org.uk](http://www.dacorumcab.org.uk) for more information on how your personal data will be processed and stored. Citizens Advice Dacorum has a complaints handling procedure: <https://dacorumcab.org.uk/complaints/>