

Uttlesford Citizens Advice



Who we are and what we do

We help people find a way forward

We can all face problems that seem complicated or intimidating. At Uttlesford Citizens Advice we believe no one should have to face these problems without good quality, independent advice.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

We give confidential advice to around 3,000 people each year, online, over the phone and in person, for free.

When we say we're for everyone, we mean it. People rely on us because we are independent and totally impartial.

How we make a difference

[Research](#) carried out by the national body of Citizens Advice found that we helped to solve the problems of 8 in 10 of the people who we gave advice to directly. 9 in 10 said that our advice had helped them find a way forward and 9 in 10 would recommend us to a friend.

You can read more about our local charity and the impact we make in our community in our Annual Report and Insight Report, which are available on our website www.uttlesfordca.org.uk.

Our Trustees

Trustees are volunteers who are expected to use their skills, knowledge and experience to help guide and govern our local charity. They work with our Chief Executive and other staff to shape strategy and give direction.

This includes making sure that we are:

- Doing what our charity was set-up to do, such as offering high quality advice services to the local community.
- Complying with the law, including upkeep of premises, insurance, recruitment and equipment.
- Securing money to meet current and new demands, and that all funds are used responsibly.
- Recognised and valued by local organisations, funders and people, who are aware of the vital service that we provide.

Attendance at regular meetings is expected by all trustees. Sometimes trustees will get involved in additional governance projects, such as supporting fundraising, developing strategy or overseeing HR procedures.

No specific qualifications are required to be a trustee. We welcome people of all ages, backgrounds and experience who are passionate about advice services and can bring innovative ideas, unique perspectives and good judgement.

The Essential Trustee, a document produced by the Charity Commission for England and Wales, gives more detailed information about the responsibilities of a Trustee.

Trustee Role Description



What will you do?

- complete an introduction for your role
- maintain an awareness of how Uttlesford Citizens Advice is operating
- read papers for board meetings and attend around 8 meetings per year
- work on specific projects with other trustees or staff to further the strategic objectives of Uttlesford Citizens Advice
- take an active discussion during board meetings and work with other trustees to:
 - o set policy and strategy direction, set targets and evaluate the performance of Uttlesford Citizens Advice
 - o monitor the financial position of Uttlesford Citizens Advice ensuring that it operates within its means and objectives, ensuring that there are clear
 - o ensure that all the finances and supporting financial control systems of Uttlesford 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
 - o monitor the financial position of Uttlesford 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
 - o seek the views of all sections of the community and monitor how well the service meets the needs of the local community
 - o ensure that the service plans for the recruitment and turnover of staff and volunteers
 - o review its own work and how effectively it operates including action for improvement



What's in it for you?

- **Expenses** - all trustees are volunteers. However, we do pay out of pocket expenses, such as travel to-and-from meetings.
- **Training** - all trustees are given training so that you know what is expected of you and how to carry out your role.
- **Experience** - being a trustee is a good experience to put on your CV. It shows that you can hold a position of responsibility, work with others and help to lead and guide an organisation. You will have the opportunity to build on your governance, leadership and strategy skills
- **Satisfaction** - as a trustee, you will make a positive impact for people in Uttlesford and the surrounding area by ensuring our charity is sustainable and continues to meet the needs of the community
- **Networking opportunities** - in total there is a network of around 280 local Citizens Advice across England and Wales, and over 2000 trustees. There are a number of national events and training opportunities available for trustees to attend.



What skills do you need to have?

Although you don't generally need specific qualifications or skills to be a trustee, we are currently looking for a board member with current or recent experience in social care or as a healthcare professional within a GP practice or the wider NHS.

You must also:

- demonstrate awareness of some of the issues that affect our local area
- 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?

Our Trustee board usually meets in the evenings around 8 times a year. In addition to that we hold at least one all day strategy meeting and our AGM in the autumn. You may need to attend other meetings if you are involved in specific projects or meet with volunteers and staff. 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

For more information, please email chair@uttlesfordca.org.uk