

Citizens Advice Waltham Forest is recruiting Trustees with opportunities to progress into senior roles on our Board

Citizens Advice Waltham Forest has served the local community for over 40 years, providing independent advice, information and advocacy on a wide range of subjects.

We are seeking a new Chair and Treasurer for our active and engaged Board, and/or Trustees who would be keen to consider taking on those roles after a transitional period. For the treasurer role we are particularly seeking someone with financial skills.

About Citizens Advice Waltham Forest

During the past three years we have made our service even more accessible to local people by increasing our outreach to 14 different locations across the borough and offering digital as well as face to face advice.

Since March 2020, we have been responding to the pandemic by working even more closely with the council and other borough partners to ensure that together we continue to support our community.

We are now looking forward to ensuring our strategy continues to meet the needs of our Waltham Forest communities in the challenging months and years ahead, and are seeking two key leadership roles to help shape that future with our fantastic team.

About our Board of Trustees

We are looking for local people who have an understanding of the Waltham Forest area, have independent judgement, strategic ability and a willingness to give their time and commitment to being a trustee.

The Board currently meets a minimum of four times a year for full Board meetings. In addition, trustees are actively encouraged to join one of our subcommittees, according to their particular area of expertise or experience.

We are keen to achieve a diverse board which is representative of the local area. We therefore very much welcome applications from all sections of the local community.

See Chair, Treasurer or Trustee role descriptions below. To express interest, please send a copy of your CV with a covering letter to companysecretary@citizensadvicewalthamforest.org.uk. The closing date for applications is 5pm on 27th November 2020

<i>Deadline for applications</i>	<i>5pm, Friday 27th November 2020</i>
<i>Interviews will be held on</i>	<i>Tues 8th and Weds 9th December, 6-9pm</i>
<i>Next full board meeting</i>	<i>Thursday 10th December 2020, 6.30</i>
<i>Next AGM</i>	<i>Thursday 21st January 2021</i>

Following interview you may be invited to observe a full Board meeting. The next Board meeting is on Thursday 10 December 6.30-8pm. Our AGM when new trustees can be elected is on Thursday 21 January 2021.

All CAWF Board meetings including committees take place on Thursdays from 6.30pm. Currently all meetings are held via Zoom. If special assistance is needed with this please apply and we can discuss how that can be managed.

Trustee Role Descriptions



Chair of trustees



What will you do?

- complete an introduction for your role
- maintain an awareness of how the local Citizens Advice is operating
- plan the board meetings including the dates and the agenda, with the Company / Charity Secretary and the Chief Officer
- read papers for board meetings and attend (*insert number of*) meetings per year
- facilitate the trustee board meetings by leading the meeting, ensuring that agenda items are discussed, enabling all members to contribute their views and take part and seeking clarification where necessary
- ensure that decisions and actions taken at board meetings are carried out
- ensure that the board decisions are made within the remit of the Citizens Advice membership agreement, governing documents and policies
- monitor attendance and commitment of all trustees
- provide or arrange for training or support for trustees if needed
- with other trustees and the Chief Officer, recruit a trustee board with a diverse range of skills, experience and knowledge with an aim to promote

trusteeship to underrepresented groups that represent the local community

- ensure that all trustees receive an induction and the training needed for them to fulfil their role
- be proactive in recruiting successors to key positions such as Chair, Treasurer etc.
- arrange or provide support and supervision for the Chief Officer including an annual appraisal
- together with the Treasurer, ensure proper management and control of local Citizens Advice finances
- together with the Chief Officer, represent the local Citizens Advice in relationships with funders or potential funders, local events and in the community
- work together with all trustees and ensure that the board is able 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, ensuring that there are clear lines of accountability for day to day financial management
 - monitor whether the Citizens Advice service complies with its governing document and meets the required standards
 - 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
 - work on specific projects to further the strategic objectives of the local Citizens Advice



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'll need to:

- understand the type of work undertaken by a local Citizens Advice
- understand and accept the responsibilities and liabilities as trustees
- be non-judgmental and respect views, values and cultures that are different to your own
- a good basis of leadership skills
- ability to facilitate and lead meetings
- good interpersonal skills
- 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 and you'll likely need to give [insert number of hours / frequency] and you may need to attend other meetings if you're involved in specific projects, or 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.



Treasurer



What will you do?

- complete an introduction for your role
- maintain an awareness of how the local Citizens Advice is operating
- read papers for board meetings and attend (*insert number of*) meetings per year in addition to leading on any Finance Committee meetings to discuss finances in more detail
- explain, guide and advise the board on the key assumptions and financial implications of the local Citizens' Advice budgets, operational and strategic plans
- ensure that the organisation has an appropriate reserves policy and a realistic budget that meets the services' needs

- Supporting any paid finance officer to explain, guide and advise the local Citizens Advice on the approval of budgets, accounts and financial statements with the organisation's framework
- present accounts at the Annual General Meeting (AGM) in an accessible way for volunteers and staff
- ensure that annual accounts are prepared in compliance with SORP (Statement of Recommended Practice) Accounting for Charities and submitted by the deadline to the Charity Commission and/or Registrar of Companies, and make arrangements for them to be audited or independently examined as required
- keep the board informed about its financial duties and responsibilities
- monitor the organisation's income and expenditure position and in conjunction with any paid finance officer present accessible reports at least quarterly to ensure board members understand the accounts and implications
- understand the accounting procedures and key internal controls to be able to assure the board that the charity's financial integrity is sound
- work with Citizens Advice staff, such as the Chief Officer or Finance Manager to give information and advice on financial matters

- work together with other trustees or staff within the local Citizens Advice to further the strategic objectives of the local Citizens Advice, including developing a fundraising strategy
- 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
 - 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
 - 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
- 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'll need to:

- understand and accept the responsibilities and liabilities as trustees
- have financial qualifications or experience
- some knowledge or experience of charity finances, fundraising, financial consequences and pension schemes
- 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 and if necessary to make difficult recommendations
- excellent good numeracy skills to understand accounts
- be able to explain complex financial information in an accessible way

- 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 and you'll likely need to give [insert number of hours / frequency] and you may need to attend other meetings if you're involved in specific projects, or 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.



Trustees



What will you do?

- complete an introduction for your role
- maintain an awareness of how the local Citizens Advice is operating
- read papers for board meetings and attend (*insert number of*) 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, ensuring that there are clear
 - 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
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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
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