

Trustee Information

What does a trustee do?

Our trustees are volunteers who use their skills, knowledge and experience to help guide and govern the organisation. They work with the Chief Executive and other staff to shape strategy and give direction.

This includes making sure that we are:

- Doing what we are 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 we provide.

Trustees attend regular meetings and sometimes get involved in additional governance projects, such as supporting fundraising, developing strategy or overseeing HR procedures.

Within our board, some trustees have a specific role, such as being the Chair, Treasurer or Secretary. These positions have defined responsibilities, such as chairing and facilitating meetings (Chair), overseeing the budget (Treasurer) and taking and circulating minutes (Secretary).

"I've been able to apply my business skills by using my experience of managing big projects to help establish the Adviceline telephone service and mentoring managers based on my experience of running and leading projects."

Gordon, local and former national Citizens Advice Trustee

How much time is involved in volunteering as a trustee?

We have 4 board meetings a year in May, August, November and February.

They are currently held during the day, at the Health and Wellbeing Centre, starting at 10am and usually last about 2 hours (our Chair is very good at making sure we don't overrun!).

There are other things trustees can get involved in if time allows, for example, working with members of staff on key projects (such as budgeting, recruitment or communications), but we appreciate that this is not always possible.

"Be prepared to put some effort in - there's no point in being a trustee if you don't - but it doesn't necessarily mean huge amounts of time. You'll get the rewards in terms of satisfaction - seeing the organisation succeed in helping a great many people to overcome serious problems."

Neil, local Citizens Advice Trustee and Treasurer

What qualifications are required?

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.

"Don't worry too much about being expert in what Citizens Advice does. There are plenty of opportunities to learn. What you really need to bring is a willingness to listen, weigh up options and be part of the decision making process."

Sarah, local Citizens Advice Chair of Trustees

What do you get as a trustee?

Expenses - all trustees are volunteers, which means they aren't paid. 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.

Satisfaction - as a trustee, you would be helping to deliver a vital local service that, along with other local Citizens Advice, helps millions of people every year to find a way forward.

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.

"The Citizens Advice service challenges the social issues I feel passionate about. As a trustee I can help redress the imbalance of injustice."

Azad, local Citizens Advice Trustee

How do I become a trustee?

We are delighted that you are interested in becoming a trustee. If you would like to know more or apply, please email recruitment@ashfieldca.org.uk or call 01623 784350. We will be happy to answer any questions you may have.

We will send you a link to our online application form for you to complete. Once we have received this, the Chair will call you for an informal discussion and the Chief Executive will contact you to arrange a convenient time for you to come and see us.

You will be invited to observe our next board meeting and once we have received your signed confidentiality form, you will be sent a board pack and will be able to participate fully in the meeting.

Following the meeting, trustees will make their decision and we will inform you if your application to join the Trustee Board has been recommended for acceptance.

To find out more about us visit www.ashfieldca.org.uk

We are based in Kirkby in Ashfield

Ashfield Citizens Advice
Ashfield Health and Wellbeing Centre
Portland Street
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