

# Trustee Board Members

Role description and  
Person specification

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**citizens  
advice**

**Westminster**

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## **Citizens Advice Westminster**

### **Trustee Board Members Role Description and Person Specification**

#### **About Citizens Advice Westminster**

Citizens Advice Westminster (also known as Westminster Citizens Advice Bureau Service) was one of the very first bureau founded in 1939. From our origins as an emergency service during the second World War, we have become a frontline essential advice and information service for all those living in Westminster and surrounding areas.

We are an independent registered charity that provides free, confidential and impartial information and advice to the residents of the City of Westminster. We are a member of the National Association of Citizens Advice Bureaux (NACAB) which currently trades as Citizens Advice. More information about the membership organisation can be obtained on their website - [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk).

We help people resolve their legal, money and other problems. We do this by providing advice and information on their rights and responsibilities, as well as influencing local government and other decision-makers to improve their policies and practices which affect local communities. Together with the wider Citizens Advice service, we use the evidence of their clients' problems to campaign for improvements in the laws and services that affect everyone; both locally and nationally. By offering advice across key areas such as benefits, debt housing and employment we aim to bring about positive changes to people's lives.

#### **Citizens Advice Westminster's Trustee Board**

Our [Board of Trustees](#) are the first and final decision-making authority within Citizens Advice Westminster. The Board of Trustees is collectively responsible for the governance of the organisation, including setting an overall vision.

## **Citizens Advice Westminster**

### **Trustee Board Members Role Description and Person Specification**

The Board is responsible for taking a high-level overview of the Charity and its place in the community and using that to make long-term decisions about strategic direction and values, and to safeguard the good name and ethos of the organisation and the national Citizens Advice service.

The Board and the Chief Executive Officer will work together on strategic management - taking decisions on how best to implement the values and strategic direction of the organisation.

The Board delegates the operational management of the organisation to the Chief Executive Officer and the Executive team - making sure it runs smoothly and effectively - and delivers the service agreed with the Board. This essentially means that the Board gives the Chief Executive Officer and the Executive team duties and powers to represent them, and to manage the organisation on their behalf.

Citizens Advice Westminster is an incorporated charity and as such all Trustees are the directors of the company.

### **Who we are looking for**

Citizens Advice Westminster's Board has 11 Trustees with a broad range of skills, experiences and backgrounds. We are now looking for a trustee with HR experience to provide strategic direction; and help both the Chief Executive Officer and the Board ensure best HR practice.

This new Trustee will provide experience and knowledge of HR employment law and best practice across the broad spectrum of HR and Organisation Development.

They will be a good communicator and committed to the overarching aims of the Citizens Advice service. Someone living or working within Westminster would be ideal but not necessary.

Is this you or do you know someone who fits our criteria?

**Apply to become a trustee**

## **Duties of a trustee board member**

The statutory duties of a trustee board member are:

- Ensure Citizens Advice Westminster complies within its governing document (Articles of Association), charity law, company law and any other relevant legislation or regulations.
- Ensure Citizens Advice Westminster pursues its objects as defined within its governing document.
- Ensure Citizens Advice Westminster applies its resources exclusively in pursuance of its objects. For example, it must not spend money on activities which are not included in the objects.
- Contribute actively to the board of trustees by giving form strategic direction to the organisation, setting overall policy, defining foals, setting targets and evaluating performance against agreed targets.
- Safeguard the good name and values of Citizens Advice Westminster, and the national Citizens Advice service.
- Ensure the financial stability of the organisation.

In addition to the over statutory duties, each trustee should use any specific skills and knowledge or experience they have to help the board of trustees reach sound decisions.

This may involve leading discussions, identifying key issues, providing advice and guidance on new initiatives, and evaluating or offering advice on other areas in which the trustee has particular expertise or lived experience.

## **Citizens Advice Westminster**

### **Trustee Board Members Role Description and Person Specification**

This is a voluntary role and trustees receive no remuneration. Trustees are entitled to claim expenses in line with Citizens Advice Westminster's expense policy for attendance at board and committee meetings, as well as other events necessary for the fulfilment of the trustee's duties.

### **Minimum time commitments**

We would expect trustees to commit to at least five days each year for board meetings, with additional time for reading papers and other communication. Other meetings and events, for example the Finance and General Purposes Committee meetings or development days, will increase this commitment.

We hold Board meetings at least four times a year (plus the Annual General Meeting) to discuss and make decisions concerning the business of the organisation. All board and committee meetings are currently held virtually due to the social distancing measures introduced by the government to stop the spread of covid-19.

Ordinarily, the board meetings and Annual General Meeting are held at a hired venue in central London after office hours (6pm). The committee meetings are held within our Paddington site during office hours. All development days are held at hired spaces and are allotted to strategic planning.

Trustees are expected to attend 90% of meetings.

All Trustees will receive a thorough in-depth induction upon appointment, followed by regular skills audits and appraisals.

## **Person specification**

Each trustee must have:

- a commitment to the aims and vision of Citizens Advice Westminster, including a commitment to equity, diversity and inclusion.
- a willingness to meeting the minimum time requirement
- integrity
- strategic vision
- good, independent judgement
- an ability to think creatively
- a willingness to speak their mind
- an understanding and acceptance of their legal duties and responsibilities of trusteeship
- an ability to work effectively as a member of a team and to take decisions for the good of the organisation.

The Board of Trustees collectively needs skills and experience in the following areas:

- Financial management and income generation
- Marketing and communications
- Public policy and public affairs
- National and local volunteer sector
- National and local government and statutory bodies

## Citizens Advice Westminster

### **Trustee Board Members Role Description and Person Specification**

- Understanding the needs of a small voluntary organisation
- Lived experience of marginalised groups
- Service delivery and innovation
- Human resource management
- Volunteering leadership and management
- Impact reporting

We are particularly interested in individuals with experience of volunteering leadership and management, and individuals from marginalised communities, who are currently underrepresented on our board.