



# Bedworth, Rugby and Nuneaton

## TRUSTEE

### Job pack

Thanks for your interest in becoming a Trustee at Bedworth, Rugby and Nuneaton Citizens Advice Bureau (BRANCAB). This pack should give you everything you need to know to apply for this role and what it means to work within the Citizens Advice service.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of the Citizens Advice service
- Overview of Bedworth, Rugby and Nuneaton Citizens Advice Bureau (BRANCAB)
- Overview of the project
- The role profile and person specification
- Outline terms and conditions

# Our values

**We're inventive.** We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

**We're generous.** We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

**We're responsible.** We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

## 3 things you should know about us

**1. We're local and we're national.** We have 6 national offices and offer direct support to people in 279 independent local Citizens Advice services across England and Wales.

**2. We're here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

**3. We're listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

# Overview of the Citizens Advice service

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

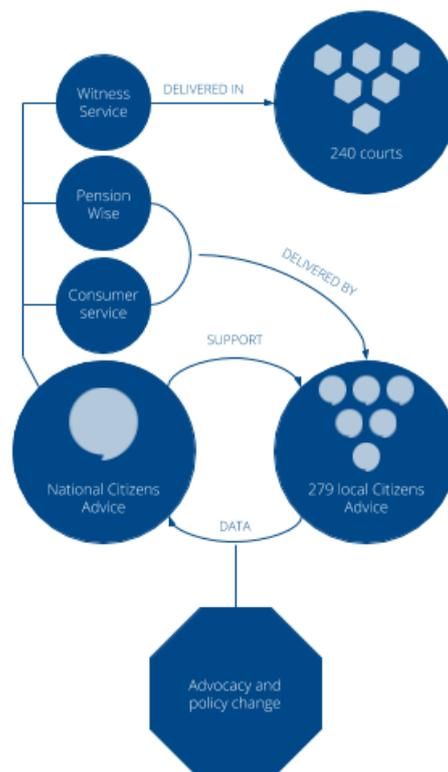
This role sits within our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





# Bedworth, Rugby and Nuneaton Citizens Advice Bureau (BRANCAB)

BRANCAB delivers services to the populations of Bedworth, Rugby and Nuneaton which in 2020 have been estimated at approximately 240,000. The organisation has been delivering excellence in its current form since 2007 with 32 paid staff and 55 volunteers. In 2019/20 we helped 13,487 clients who collectively had 51, 840 issues. We are an exciting and thriving organisation whose work has been acknowledged through Quality Mark status (Debt and Welfare Benefits) and Investors in People.

**The Citizens Advice service values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic people, as they are currently under represented in our workforce**



# Role profile

## Responsibilities

- **Complete an induction for your role**
- **Maintain an awareness of how BRANCAB is operating**
- **Attend 5 Board Meetings per year**
- **Work on specific projects with other trustees or staff to further the strategic objectives of BRANCAB**
- **Take an active discussion during board meetings and work with other trustees to:**
  - a) **Set policy and strategy direction, set targets and evaluate the performance of BRANCAB**
  - b) **Monitor the financial position of BRANCAB ensuring that it operates within its means and objectives, ensuring that there are clear procedures in place.**
  - c) **Ensure that all the finances and supporting financial control systems of BRANCAB 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**
  - d) **Monitor the financial position of BRANCAB ensuring that it operates within its means and objectives, ensuring that there are clear lines of accountability for day to day financial management**
  - e) **Seek the views of all sections of the community and monitor how well the service meets the needs of the local community**
  - f) **Monitor the recruitment and turnover of staff and volunteers**
  - g) **Review its own work and how effectively it operates including action for improvement**

## **Skills and Abilities**

- **Understand and accept the responsibilities and liabilities as trustees**
- **Be non-judgmental and respect views, values /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**
- **Understand the importance of diversity and equal opportunities within our work**
- **Be willing to undertake training in your role**