

Trustee Role Profile

Who we are & what we do

Citizens Advice East Berkshire is a registered local charity offering advice services to people living in Bracknell Forest, Windsor & Maidenhead and Slough serving a population of c. 450,000 residents. We form part of the national Citizens Advice network, comprising around 240 member organisations. Collectively **we are the people's champion** providing free, independent and impartial advice.

Our mission is to provide trusted advice at times of change, we do this in 3 ways :

- *Provide advice fit for the future* – be there for people when they need us in the ways that help make the biggest impact.
- *Close the gap* - end the disparities in access and experience for marginalised people.
- *Take early action* – prevent more people reaching crisis by addressing problems early.

Though the population needs vary across the areas we serve, we are there for everyone, although most of our advice is to those struggling with poverty, debt, housing and benefits issues. We are often the only place left locally that people can seek free, independent, confidential and impartial advice on social welfare. We are there to help people get their lives back on track. Our staff and volunteers are passionate about what they do because they know they can make a real difference to people's lives. We are proud to be able to assist those who need us most, but in the current economic climate many people are coming to us for the first time with debt, housing and benefit issues so we want to grow to be able to meet more of that demand.

Purpose of the Trustee role

Our trustees are legally responsible for the governance of the charity, which means they must ensure that CAEB achieves its objectives, that we have a strategy, and that our assets and resources are only used for charitable purposes in line with the governing document. Our trustees also make sure that we operate in line with any relevant laws, particularly the Charities and Companies Acts. Trustees have a collective responsibility – they are volunteers who work together for the best interests of CAEB – and are bound by 6 statutory responsibilities outlined by the Charity Commission 2015 CC3:

1. Ensure your charity is carrying out its purposes for the public benefit.
2. Act in your charity's best interests
3. Ensure your charity is accountable.
4. Ensure your charity complies with the charity's governing document* & the law.
5. Manage your charity's resources responsibly.
6. Act with reasonable care and skill.

Trustee Responsibilities

Our trustees' responsibilities fall into 3 key areas: governance; working with staff/volunteers; representing CAEB.

Governance

1. To understand CAEB's aims and objectives as set out in our governing document and ensure that we operate in accordance with them.
2. To help set the strategy for the organisation, including the financial strategy, and ensure implementation and progress is monitored.
3. To use your skills, knowledge and experience to further our work, putting aside any personal interests, and declaring any conflicts of interest if/ when they arise.
4. To identify any risks to CAEB and ensure they are monitored.
5. To contribute towards an annual review of the board's performance.
6. To help to identify, recruit and induct new board members and the chair.

7. To attend and contribute to meetings of the board and undertake agreed tasks between meetings.
8. To uphold any policies and procedures relevant to the trustee role including confidentiality, safeguarding and data protection.
9. To uphold and contribute to our approach to equity, diversity, and inclusion.

Working with staff/ volunteers

10. To understand and maintain boundaries between the governance perspective of the board, and the work of any staff and volunteers.
11. To provide support and challenge to the CEO and other staff to ensure they are carrying out their roles and achieving the set objectives for CAEB.
12. To help with the recruitment and/or induction of the Chief Executive/senior management as required.

Representing CAEB

13. To represent the board's agreed position when speaking publicly on behalf of CAEB.
14. To act as an ambassador and champion for CAEB at events and online.

Trustees on the CAEB Board also take lead oversight responsibility for a key area of our organisation to:

- Ensure full compliance with legal, regulatory & National Citizens Advice assessment criteria.
- Provide Board assurance that we are 'assessment-ready' at all times.
- Ensure Quality assurance.
- Ensure mandatory policies are approved by Board and are in place.
- Be the reference point and support for CEO in implementation of policies/resourcing.
- Provide insight to the Board on central CA support, strategy, development & best practice.

Role location & time commitment

It is preferable that Trustees are accessible to the East Berkshire region, remote location is possible as most meetings are held online.

Board meetings: We have 4 Board meetings per year with an additional AGM – these are usually remote meetings lasting about 2 hours. Trustees are expected to attend these and devote sufficient time to read through the board papers in advance

Board development: We hold 2 half day in-person meetings focused on strategy development and board effectiveness, typically early evening and usually held in January and July.

Lead responsibilities: CAEB Trustees take responsibility for assuring the Board on an element of the organisation and so have ad hoc involvement with the broader organisation. Depending upon area of responsibility, Trustees may be required to attend remote sub-committee meetings approx 2 times per year

Terms of office: Our trustees have a term of office of 3 years, for a maximum of 6 years.

Personal skills we look for in a CAEB Trustee

- Effective communication skills & a willingness to actively participate in discussion
- Numeracy to the extent required to understand accounts with the support of a treasurer
- Ability to work effectively as a member of a team – collaborative, supportive, inclusive, humble
- Strategic thinking and ability to exercise good, independent judgement
- Commitment to the aims of Citizens Advice and a willingness to act in the best interests of CAEB
- A willingness to learn and open-minded approach