



Citizens Advice Camden

Trustee and Treasurer Recruitment

CONTENTS

1. About Citizens Advice	1-2
2. About Citizens Advice Camden	3-4
3. Trustee Role	5-6
4. Treasurer Role	7-8
5. How to Apply	9

About Citizens Advice



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 around 300 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 Citizens Advice

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

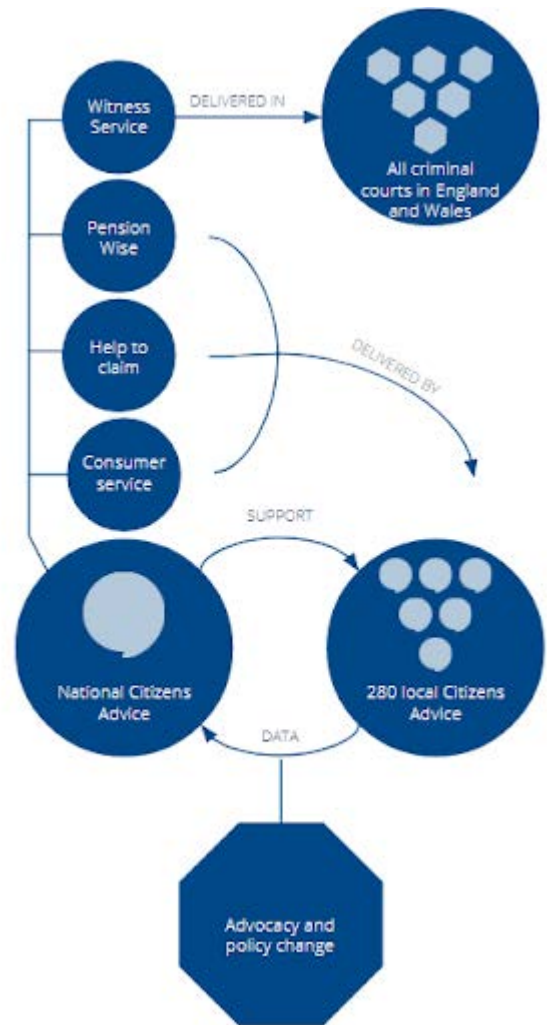
We are a network of independent charities, delivering services from

- 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.



About Citizens Advice Camden

Citizens Advice Camden is one of the leading free independent advice providers in the borough of Camden. Last year we assisted over 11,000 local people with over 36,000 issues securing over £6.6 million in extra income for clients.

Citizens Advice Camden works to change the lives of people who live, work and study in Camden. We exist to make sure people have the information, advice and confidence they need to make informed decisions about issues that affect them directly, and to take positive and independent action to improve their own lives. We do this by providing free, confidential and impartial advice to people on their rights and responsibilities. We also collect evidence and lobby to improve the policies and practices that adversely impact on people's lives.

For 80 years Citizens Advice Camden has been providing the communities of Camden with advice and guidance on issues such as debt, welfare benefits, employment and housing. Our services are tailored to meet the needs of the communities we serve. The advice and support we offer is provided through our telephone Adviceline (0300 330 1157), via our website www.camdencabservice.org.uk, and through appointments. We also provide services to users of various locations such as health centres, The Royal Free Hospital Renal and Oncology services, Great Ormond Street Children's Hospital, and Birkbeck College.

Citizens Advice Camden is an independent charity (291955), a company limited by guarantee (1909828) and a member of the high profile national organisation, Citizens Advice, which requires us to abide by a range of robust quality and membership standards which are assessed each quarter and subject to a three year external audit by Citizens Advice.

Camden is a vibrant and diverse borough. With business centres such as Holborn, Euston and Kings Cross, exclusive residential areas such as Hampstead and Highgate as well as areas of deprivation such as Kilburn, Kings Cross and Gospel Oak, every part of Camden has areas of relative affluence alongside relative poverty.

Our Income and Resources

Citizens Advice Camden is funded by a number of organisations including: the London Borough of Camden, Citizens Advice, Great Ormond Street Hospital Children's Charity, Royal Free Hospital NHS Trust, The Hampstead Wells and Campden Trust, The City Bridge Trust, The HS2 Camden Fund, ThamesReach, the National Lottery and Elfrida Rathbone. The expected annual turnover for 2018/19 is £1.1 million. For further information see the Report and Financial Statements for the year ended 31 March 2018 available on the Charity Commission website.

We have a highly skilled and motivated professional paid staff group who are assisted by 120 volunteers. Roles for volunteers include administration, reception, telephone assessors, advisors and caseworkers. All volunteers are supervised and supported by paid staff. Our volunteer group contributed 39,000 hours last year.

Our Users

Our clients come from some of the most deprived wards in Camden and over half of them self-identify as disabled or have a long term health problem. Many are in low paid employment and have multiple and complex problems they are unable to resolve without support. The largest areas of enquiries are: welfare benefits and debt matters but housing and employment issues are on the increase.

The future

As an organisation we are always looking to the future and planning ways in which we can make our services even more accessible, impactful and relevant in these changing times. In planning for the future Citizens Advice Camden must take account of changes in the local, regional and national environment. There are major changes that are increasing the demand for advice services including:

- welfare reform and the roll out of Universal Credit
- low income and income deprivation in Camden
- Brexit
- the growing demand for adult social care
- the shortage of affordable housing in London

We need to work to meet the growing demand. It needs to be easier for our clients to access our services; we need to both protect face to face resources, and meet changing clients' needs by the increasing use of technology and telephony.

We need to develop new partnerships and working relationships, deciding what we can offer and when we should refer clients seamlessly to other services.

We need to explore new funding models, looking at how we generate new, sustainable sources of income for our services.

Trustee Role

The Trustees of Citizens Advice Camden share responsibility for the charity's performance in meeting its Objects as set out in its Articles of Association. The Trustees must also ensure that the organisation's actions conform to the legal and governance framework of the relevant Companies Act and to the Charity Commission.

The Trustees form the Board of Directors of Camden Citizens Advice Bureaux Service, the registered company name of Citizens Advice Camden. The Board appoints all Trustees. The Trustees' terms of office are three years with the opportunity to serve for one further term of three years.

As a Trustee of Citizens Advice Camden, you will be central to helping to make decisions about how we ensure our work responds to the needs of the local communities, makes the best use of the resources we have available, and ensure our services are always of the highest quality.

You will be working with a team of experienced Trustees alongside our experienced Chief Executive, managers, staff and volunteers. You will have the opportunity to develop your skills in governance and leadership, engage with staff and volunteers and be involved in influencing change at a strategic level, and make a real difference to the lives of people across Camden.

You will on occasion act as an ambassador for the organisation and attend appropriate meetings and events with funders, local councillors and MPs and organisations across the public, private and voluntary sector.

We are looking for people who offer some of the following:

- Knowledge or understanding of the legal and advice sector
- Empathy and commitment to the mission and objectives of Citizens Advice Camden
- Excellent communication and interpersonal skills
- Experience of strategic development and planning
- Experience of fundraising and income generation in the third sector
- Charity finance and SORP
- Understanding of using social media to market and raise the profile of third sector organisations
- A knowledge of/relationship with key stakeholders in Camden
- Ability and interest in supporting Camden residents

Time Commitment

We need Trustees to who have the capacity to make an active contribution to the organisation. You will need to make time available in the first three months to undertake a full induction to gain an understanding of the full range of services provided by Citizens

Advice Camden, the challenges faced by our users and how the service is resourced and managed. Trustees are expected to attend all Board meetings (up to 3 hours duration), reading the papers in advance and being prepared to contribute to the strategy, discussion and decision making. Each Trustee is expected to be part of one Standing Committee which will meet each quarter. We also expect Trustees through the year to attend a small number of daytime and evening conferences and/or meetings including events hosted by Citizens Advice. These roles are voluntary and unpaid.

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.

Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from residents of Camden and surrounding boroughs, 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 Role

We are looking for a volunteer to join our Trustee Board in the role of Treasurer to support the work of Citizens Advice Camden and ensure the financial management and strategies support the work of the service and help us achieve our aims and objectives. As Treasurer you will directly assist the CEO, the Financial Controller and the Board to ensure the organisation is financially viable, run in a prudent and effective way and making the best use of limited resources.

In addition to the general Trustee responsibilities and functions (see Trustee role) you will also contribute actively to the Board's roles in giving firm strategic financial direction to Citizens Advice Camden, ensuring financial viability, compliance with relevant legislative frameworks and acting as the leading interface between the Trustees and the CEO on financial matters. The Treasurer is expected to Chair the Finance Audit and Risk Standing Committee.

Main Duties

Chairing the Finance, Audit and Risk Standing Committee each quarter, and reporting back to the full Board.

Monitoring the effectiveness of the charity's systems of internal controls, risk, governance and reporting.

Guiding and advising the Board in the approval of budgets, accounts and financial statements, within the relevant financial policy framework.

Lead the negotiations in respect of the existing Local Government Pension Scheme deficit and ensure the Board have effective advice on LGPS matters.

Keeping the Board informed about its financial duties and responsibilities.

Advising on the financial implications of the strategic plan and the key assumptions in the operational plan and annual budget.

Ensuring that all Board members have a clear understanding of the accounts presented at meetings and the implications that they reveal.

Understanding the accounting procedures and ensuring key internal controls are in place to be able to assure the Board that the charity's financial integrity is sound.

Monitoring the organisation's income and expenditure position, and presenting reports to the Board at least quarterly.

Ensuring the organisation has an appropriate reserves policy, proper financial procedures and financial controls and income generating strategies.

Ensuring annual accounts are submitted to the Charity Commission and Registrar of Companies within the required deadlines.

Presenting the accounts at the AGM in a coherent and understandable way, highlighting the key results and implications of these.

Personal skills and qualities, knowledge and experience

- financial qualifications
- charity finance and SORP
- audit experience
- the skills to analyse proposals and examine their financial consequences
- preparedness to advise Board on the appropriate financial strategy of the organisation
- willingness to provide advice and guidance to the CEO and Financial Controller
- ability to communicate financial information to a non-financial audience
- understanding of the financial challenges facing charitable organisations, specifically Citizens Advice Camden
- commitment to the aims and principles of the Citizens Advice service, including those relating to equal opportunities

Application Process and Timetable

To apply please send the following to recruitment@camdencabservice.org.uk –

- a letter of application showing how you meet the brief, in particular the skills and experience sought;
- your CV
- a list of any current Directorships or Trustee positions
- the diversity monitoring form.

We can accept applications at any time until we have appointed at least 3 new Trustees including a Treasurer. We are planning for an initial round of interviews in October with a view to successful candidates being confirmed at our AGM on 12 November. **Please state if there are any dates and times that you are not available.**