



Citizens Advice Camden

Trustee Recruitment

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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.

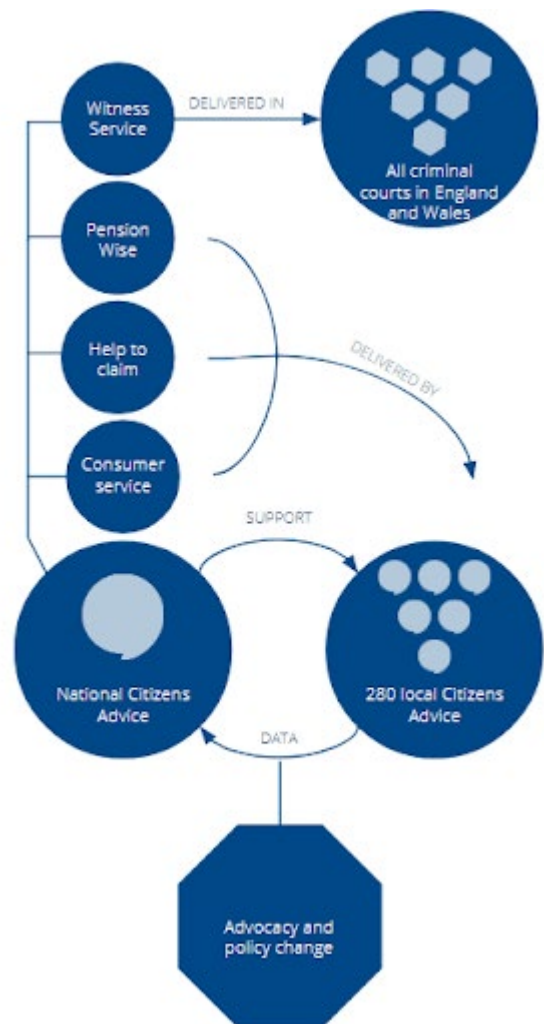
We are a network of independent charities, delivering services from

- 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. In 2018-19 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, the National Lottery and Elfrida Rathbone. The annual turnover for 2019-20 was £1.1 million. For further information see our Report and Financial Statements available on the Companies House and Charity Commission websites.

We have a highly skilled and motivated professional paid staff group who are assisted by 140 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
- the socio-economic impact of Covid-19

We face growing demand, and 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. In 2019 we completed a major channel shift of our General Help advice services to remote advice as the standard first point of contact. We are further consolidating and developing our remote advice services during the Covid-19 pandemic.

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 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. All meetings are currently being held remotely during the Covid-19 pandemic.

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.

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.

The closing date for applications is Monday 10 August 2020.

We anticipate holding interviews by Zoom. Please state if there are any dates that you are not available.